MANITOBA SENIOR CITIZENS' HANDBOOK

91-05021/

La version française de ce livre peut être obtenue gratuitement auprès de:

Die deutsche Ausgabe dieses Handbuchs erhalten Sie kostenlos von:

Цей підручник, в українській мові
можна отримати безплатно в:

Manitoba
Health
Council on Aging

333-260 St. Mary Ave.
Winnipeg R3C 0M6
(204) 945-1997

(Photo courtesy of the Manitoba Seniors' Directorate)

Seniors' Day at the Manitoba Legislative Buildings.

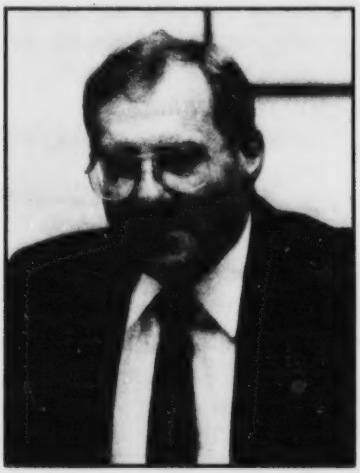
Introduction

During the past decade, the Manitoba Council on Aging has made many contributions to the communities of our province. Especially valuable has been the regular publication of the Senior Citizens' Handbook. Now in its fourth edition, the handbook offers a wide range of information to retirees, prospective seniors and those persons who work directly, or indirectly, with Manitoba Seniors.

As Ministers responsible for Seniors, it is our pleasure to assist in making this latest edition of the Senior Citizens' Handbook available to the public. We also offer our sincere thanks to those people who provided assistance in the preparation of this new edition.

James E. Downey
Minister Responsible for Seniors

Donald W. Orchard
Minister of Health



TO THE READER

The Manitoba Council on Aging is pleased to present the fourth edition of the Manitoba Senior Citizens' Handbook. First published in 1981, the Handbook lists the programs and services that are available to older Manitobans. It has been used extensively over the past nine years by seniors and by the service providers and professionals who are interested in their welfare. We hope that the fourth edition will be as useful as the previous three.

The fourth edition has been extensively revised and many new resources have been added. In particular, we have tried to meet the needs of Manitobans who receive the Handbook in their pre-retirement years with the addition of a new section, Retirement Planning. Also new is a section aimed at the large number of older Manitobans who are caring for frail or disabled spouses or relatives. We hope that "Resources for Caregivers" will provide useful information on the services available to assist them in their demanding role.

Council joins its Program Coordinator, Diane DeGraves, who edited this fourth edition, in thanking the many organizations and government departments who provided information for the Handbook. We are also grateful to Manitoba Society of Seniors, Creative Retirement Manitoba and the Seniors Directorate who contributed some of the photographs that appear in this edition.

Edith Earley

Edith Earley
Chairperson
Manitoba Council on Aging

CONTENTS

Information Services 1
- Emergency Numbers 1
- Information and Referral Services: Winnipeg 2
- Information and Referral: Outside Winnipeg 3
- Specialized Telephone Information 11
- Newspapers for Seniors 11
- Research and Policy Resources 13
- Congratulatory Messages 14

Retirement Planning and Financial Counselling 15
- Retirement Planning 15
- Financial Counselling and Advocacy 20

Financial Benefits for Older Manitobans 22
- Proof of Age 22
- Federal Income Security Programs 24
- Provincial Income Security Programs 28
- Income Tax Services 29
- Reduced Rates 31

Living Accommodation 32
- Apartment Rental Options 33
- Housing Information 35
- Financial Assistance Programs 36
- Housing Improvement Assistance 38
- Landlord/Tenant Relations 39

Voices for Seniors 40

Multi Service Organizations and Senior Centres 45
- Organizations and Centres 45
- Support and Funding for Seniors' Organizations ... 51

Active Living 55
Fitness and Recreation 55
Nutrition 60
Smoking Cessation 61

Education and Travel 62
Educational Opportunities and Upgrading 62
Libraries, Museums, and Other Resources 66
Travel 69

Volunteer Opportunities 70

Opportunities for Work 73

Resources for New Canadian Seniors 75
Language Programs 75
Immigrant Service Agencies 78

Services and Supports for Independent Living 82
Meal Programs 83
Home Maintenance 83
Safety Checks 85
Personal Emergency Response Systems 87
Programs for Frail/Homebound Seniors 88
Transportation 90
Services for Persons with Visual Impairments 94
Services for Persons with Communications Disorders 95
Services/Agencies for Handicapped Persons 99

Health Care Services 101
Payment or Remuneration for Health Care Services 101
Medical Services 103
Community Health Centres 104
Community and Institutional Care 107
Nursing and Therapy Services 110
Medical Equipment and Supplies 112

Medical Emergency Alert Systems 114
Dental Services 115
Foot Care 116
Health and Chronic Disease Information Resources 117

Resources for Caregivers 124
Respite Services 124
Support Groups 126
First Aid Training 127

Counselling and Emergency Services 128
Personal and Family Counselling 128
Elder Abuse 129
Alcohol and Drug Problems 131
Emergency Assistance 133

Coping With Death 135
What To Do When Someone Dies 135
Bereavement Counselling 136
Making Things Easier For Those You Leave Behind 137

Legal and Consumer Rights and Services 140
Citizens Rights 140
Legal Service 142
Consumer Rights 145
Victim Services 146

INFORMATION SERVICES

(Photo courtesy of Manitoba Society of Seniors).

EMERGENCY NUMBERS: 24 hours service

Winnipeg:

Fire: Police; Ambulance;
Poison Treatment 911

Suicide; Sexual Assault;
Klinic Crisis Line 786-8686

Drug Overdose; Poisoning
Manitoba Poison Control Centre 787-2591

Outside Winnipeg:

Call operator — "0"

INFORMATION AND REFERRAL SERVICES: WINNIPEG

Citizens' Inquiry Service

The Citizens' Inquiry Service provides direct communication between Manitobans and their federal and provincial governments. If you have a question, but aren't sure which government department or agency it concerns, this service will be able to refer you.

In Winnipeg — Phone: **945-3744**
Toll Free: **800-282-8060**
Telecommunications Device for the Deaf (TDD): **945-4796**
Hours: 8:00 a.m. - 5:00 p.m., Monday - Friday

Seniors Information Line

The Seniors Information Line is designed to provide seniors with easy access to government departments, programs and information on issues affecting seniors. The line enables seniors to call the Seniors Directorate and have concerns and questions handled promptly.

Call Monday to Friday 8:30 a.m. to 4:30 p.m. **945-6565**
Toll Free: **1-800-665-6565**

Contact Community Information

Contact Community Information, a division of the Volunteer Centre, provides the people of Winnipeg with information on all kinds of community organizations and activities. Whatever your problem or question, they'll connect you with the people that can help. Contact also publishes the **Community Resource Guide** for Winnipeg and for Manitoba.

Contact lines are open from 9:00 a.m. - 4:00 p.m.
Monday - Friday

Contact Community Information
3rd Floor - 5 Donald Street
Winnipeg, R3L 2T4
Phone: **944-8555**

Other Information and Referral Sources for Seniors

Age and Opportunity
304 - 323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **947-1276**

North Winnipeg Cooperative
Community Council
1275 Burrows Avenue
Winnipeg, R2X 0B8
Phone: **586-8541**

Services to Seniors
Regional Program Specialist
2015 Portage Avenue
Winnipeg, R3J 0J9
Phone: **945-5850**

INFORMATION AND REFERRAL — OUTSIDE WINNIPEG

Services to Seniors

Services to Seniors is a community service program of Manitoba Health which provides community development and organization development services.

In most regions of the province program staff are available to provide information to individuals and groups on a wide range of topics concerning seniors. When necessary, referrals to appropriate sources can be made.

The following are locations where Regional Program Specialists of Services to Seniors are available for consultation:

MANITOBA HEALTH AND FAMILY SERVICES REGIONAL BOUNDARIES

Central Region
Regional Program Specialist
Box 968
Morden, Manitoba
R0G 1J0
Phone: **822-5425**

Interlake Region
Regional Program Specialist
202-446 Main Street
Selkirk, Manitoba
R1A 1V7
Phone: **482-3568**

Westman Region
Regional Program Specialist
340-9th Street
Brandon, Manitoba
R7A 6C2
Phone: **726-6465**

Norman Region
Regional Director
3rd and Ross Avenue
The Pas, Manitoba
R9A 1M4
Phone: **623-6411**

Eastman Region
Regional Program Specialist
Box 2560
Steinbach, Manitoba
R0A 2A0
Phone: **326-1363**

Thompson Region
Regional Director
871 Thompson Drive, S.
Thompson, Manitoba
R8N 0C8
Phone: **778-7371**

Parkland Region
Regional Program Specialist
707-3rd Street, S.W.
Dauphin, Manitoba
R7N 1R8
Phone: **638-8785**

Winnipeg Region
Regional Program Specialist
2-2015 Portage Avenue
Winnipeg, Manitoba
R3J 0J9
Phone: **945-5850**

Community Resource Councils

Many communities, in an effort to assist seniors in maintaining their independent living style, have established Community Resource Councils (see p. 85). The Councils identify existing services for seniors, develop new services and act as a point of access for information and referral. Check the following list to see if there is a Community Resource Council in your area.

Westman Region

Seniors Services of Antler River — Melita
Box 722
Melita, Manitoba
R0M 1L0
Phone: **522-8307**

Seniors Access to Independent Living — Elkhorn
Box 70
Elkhorn, Manitoba
R0M 0N0
Phone: **845-2011**

Seniors for Seniors
2-1321-13th Street
Brandon, Manitoba
R7A 4S5
Phone: **727-7589**

Seniors Outreach Services Bren-Win — Deloraine
Deloraine, Manitoba
R0M 0M0
Phone: **747-3283**

Seniors Services of Banner County-Russell
Box 324
Russell, Manitoba
R0J 1W0
Phone: **773-3088**

Valley Services to Seniors
St. Lazare, Manitoba
R0M 1Y0
Phone: **683-2589**

Senior Services of Antler River — Pierson
Box 236
Pierson, Manitoba
R0M 1S0
Phone: **632-2332**

Seniors Access to Independent Living — Virden
Box 1984
Virden, Manitoba
R0M 2C0
Phone: **748-2323**

Seniors Outreach Services Bren-Win Waskada
Box 37
Waskada, Manitoba
R0M 2E0
Phone: **673-2534**

Miniota Municipal Services to Seniors
Miniota, Manitoba
R0M 1M0
Phone: **567-3625**

Seniors Services of Banner County-Binscarth
Box 56
Binscarth, Manitoba
R0J 0G0
Phone: **532-2134**

Valley Services to Seniors — Birtle
Birtle, Manitoba
R0M 0C0
Phone: **842-5116**

Share our Service
Box 816
Killarney, Manitoba
R0K 1G0
Phone: **523-4661**
Ext. 251

Home Assistance in Neepawa and District
Box 1852
Neepawa, Manitoba
R0J 1H0
Phone: **476-2009**

Seniors Services of Prairie — Parkland — Shoal Lake
Box 284
Shoal Lake, Manitoba
R0J 1Z0
Phone: **759-2195**

Rossburn and District Seniors Helpers
Box 639
Rossburn, Manitoba
R0J 1V0
Phone: **859-2575**

Seniors Organized Services of Souris Valley — Hartney
Hartney, Manitoba
R0M 0X0
Phone: **858-2185**

Seniors Helping Hand of Alstone
Box 384
Reston, Manitoba
R0M 1X0
Phone: **877-3920**

Seniors Services of Turtle Mountain Area
Box 962
Boissevain, Manitoba
R0K 0E0
Phone: **534-6816**

Seniors Services of Prairie Parkland-Strathclair
Box 116
Strathclair, Manitoba
R0J 2C0
Phone: **365-2012**

Foxwarren Leisure Centre
Box 44
Foxwarren, Manitoba
R0J 0R0
Phone: **847-2080**

Seniors Organized Services of Souris Valley — Souris
Box 885
Souris, Manitoba
R0K 2C0
Phone: **483-3106**

Hamiota Seniors Council
Box 194
Hamiota, Manitoba
R0M 0T0
Phone: **764-2312**

Seniors Services of Rivers — Rapid City
Box 291
Rapid City, Manitoba
R0K 1W0
Phone: **826-2205**

Carberry Plains
Services to Seniors
Carberry, Manitoba
Phone: **834-3310**

Minnedosa & District
Services to Seniors
Box 1225
Minnedosa, Manitoba
R0J 1E0
Phone: **867-5190**

Seniors Services of Rivers
Box 809
Rivers, Manitoba
R0K 1X0
Phone: **328-5307**

Woodworth Seniors' Services
Kenton, Manitoba
R0M 0Z0
Phone: **838-2169**

Louise Community Services
Box 419
Pilot Mound, Manitoba
R0G 1P0
Phone: **825-2443**

Central Region

Gladstone Area Seniors
Support Program—Gladstone
Box 757
Gladstone, Manitoba
R0J 0T0
Phone: **385-3026**

Community Assistance for
the Elderly
Box 1114
Altona, Manitoba
R0G 0B0
Phone: **324-1528**

Maintaining Independent
Living with Extended
Services for Seniors
Box 40
Holland, Manitoba
R0G 0X0
Phone: **526-2423**

Portage Service for Seniors
524-5th Street, S.E.
Portage la Prairie, Manitoba
R1N 3A8
Phone: **239-1453**

MacGregor-Austin Seniors
Support Program
Box 717
MacGregor, Manitoba
R0H 0R0
Phone: **685-2083**

Morden Services for Seniors
Box 2263
Morden, Manitoba
R0G 1J0
Phone: **822-5663**

Cartier Seniors Citizens'
Support Committee
Box 215
Elie, Manitoba
R0H 0H0
Phone: **353-2654**

Interlake Region

Living Independence
for Elders
Box 684
Ashern, Manitoba
R0C 0E0
Phone: **768-3230**

South Interlake
Seniors Resource Council
Box 3
Stonewall, Manitoba
R0C 2Z0
Phone: **467-2719**

Gimli Seniors Resource
Council
Box 1928
Gimli, Manitoba
R0C 1B0
Phone: **642-7297**

Gordon Howard Senior
Centre
328 Vaughan Avenue
Selkirk, Manitoba
R1A 0S7
Phone: **785-2737**

Eastman Region

Oakbank-Springfield
Seniors Complex
Box 400
Oakbank, Manitoba
R0A 1J0
Phone: **444-3462**

Serving Seniors
Box 20574
Steinbach, Manitoba
R0A 2T2
Phone: **326-4499**

LGD of Piney Community
Resource Council
Box 24
South Junction, Manitoba
R0A 1Y0
Phone: **437-2604**

Niverville Senior Services
Niverville, Manitoba
R0A 1E0

Parklands Region

Dauphin & District
Community Resource Council
55-1st Avenue S.E.
Dauphin, Manitoba
R7N 2A2
Phone: **638-9733**

Community Help Centre
Box 1470
Roblin, Manitoba
R0L 1P0
Phone: **937-8276**

Ste. Rose & District
Resource Council
Ste. Rose, Manitoba
R0L 1S0
Phone: **447-2131**

Winnipeg Region

North Winnipeg Cooperative
Community Council
1275 Burrows Avenue
Winnipeg, Manitoba
R2X 0B8
Phone: **586-8541**

Seniors Outreach Office

The Seniors Directorate and Women's Directorate have an outreach office in Portage la Prairie and The Pas. These offices not only keep government informed on the concerns of rural and northern seniors, but provide information to seniors on programs and services pertinent to their areas.

Portage la Prairie:	**857-9711**
Toll Free:	**1-800-665-0657**
The Pas:	**623-3085**
Toll Free:	**1-800-665-0658**

SPECIALIZED TELEPHONE INFORMATION

Klinic Crisis Intervention Service

Klinic provides a 24-hour telephone crisis intervention service for people in need. Assistance is provided for victims of sexual assault, emotional, physical or sexual abuse, those considering suicide or those having difficulty coping with personal or family problems.

In Winnipeg, phone: **786-8686**

Manitoba Poison Control Centre

In case of a drug overdose or poisoning, phone the Manitoba Poison Control Centre at the Winnipeg Health Sciences Centre. They will give advice on the telephone to persons anywhere in Manitoba. Their emergency number is **787-2591.** In Winnipeg for emergencies call 911 and they will transfer the call to the Poison Control Centre.

Medication Information Line for the Elderly

M.I.L.E. responds to questions pertaining to drugs and proper drug use Monday to Friday mornings. Telephone **261-3111;** Toll Free: **1-800-432-1960,** Extension 6493 (for further information see page 117).

Healthline

Healthline is a telephone-taped message service providing taped messages on health subjects. See the white pages of the Winnipeg Telephone Directory for a listing of tapes. Telephone **334-4347.**

NEWSPAPERS FOR SENIORS

Manitoba Society of Seniors Journal

The M.S.O.S. Journal is the official publication of The Manitoba Society of Seniors and is published monthly except for a combined July-August issue. It endeavors to keep its

readers in touch with issues which directly affect their daily lives, for example:

Income tax changes;
Municipal, provincial and federal legislation;
Travel, recreation, health care, transportation;
Housing, nutrition, as well as offering short stories, humour, poetry and the reporting of current events related to seniors.

M.S.O.S. Journal
The Manitoba Society of Seniors
803-294 Portage Avenue
Winnipeg, R3C 0B9
Phone: **942-3147**

"Seniors Today"

Seniors Today is the only weekly newspaper (est'd 1982) dedicated to "Inform, Serve and Entertain" all Manitobans aged 50 and better.

Seniors Today provides full coverage of local, provincial and national events, issues and concerns of the mature reader, as well as billboard, club news, health, nutrition, fitness, history, travel, nostalgia, financial advice and planning, sports, personalities, features and more. Seniors Today is the monthly and quarterly newsletter vehicle for Winnipeg's major organizations including Age & Opportunity Centres, Creative Retirement Manitoba and the Lions "Club."

Seniors Today maintains the seniors 'Info Depot'; offers free classifieds to subscribers; income tax service (no income limitations); discount photocopy service; advertisers directory-weekly discounts; and has a special offer for all new "Handbook" owners on request.

Inquiries about the newspaper or about subscriptions should be directed to:

"Seniors Today"
11-395 Berry Street
Winnipeg, R3J 1N6 Phone: **885-9700**

RESEARCH AND POLICY RESOURCES

The Provincial Gerontologist

The Provincial Gerontologist provides gerontological information, consultation and demographic data relative to policy and programs to senior departmental and governmental staff, to community organizations and to the general public.

The Provincial Gerontologist sits on various interdepartmental and interagency committees relative to aging, including support services, housing, elder abuse, physical fitness programs for seniors, transportation for the mobility disabled, and maintains valuable links with the broader gerontological community throughout Manitoba.

Further information may be received by contacting:

Provincial Gerontologist
Manitoba Health
Room 333, 260 St. Mary Ave.
Winnipeg, Manitoba
R3C 0M6
Phone: **945-3516**

Centre on Aging

The Centre on Aging is a research centre at the University of Manitoba. Its purpose is to conduct and stimulate research on all aspects of aging as well as to provide a focus for university and other regional research activities in this field. Areas of specialization include support networks, health care and methodology.

Further information about the Centre is available from:

Centre on Aging
338 Isbister Building
University of Manitoba
Winnipeg, R3T 2N2
Phone: **474-8754**

Congratulatory Messages

The Greetings Branch of the Manitoba Legislative Assembly is the central office for all congratulatory messages. This office co-ordinates requests for messages from the Queen, Governor General, Lieutenant-Governor, Prime Minister, Premier, Leaders of the Opposition, M.L.A.s. Messages are sent only for certain anniversaries and birthdays. Contact the Greetings Branch for information about which birthdays and anniversaries are eligible to receive congratulatory messages:

Greetings Branch
Manitoba Legislative Assembly
201-374 Broadway Avenue
Winnipeg, Manitoba
R3C 0T9
Phone: **945-1657**
Toll Free: **1-800-282-8069**

Messages from Mayors and Reeves may be arranged by contacting their respective offices. Religious messages may be arranged through your local clergy.

Messages from Members of Parliament may be arranged by contacting their offices. For information about contacting your member of parliament, call Citizen's Inquiry **945-3744,** Toll Free: **1-800-282-8060.**

RETIREMENT PLANNING AND FINANCIAL COUNSELLING

RETIREMENT PLANNING

Most people look forward to retirement as a time of life when they will be able to do as they wish. With worries about earning a living and meeting deadlines behind them, they will be free at last to enjoy life.

But for retirement to be truly enjoyable and worry free, careful planning is necessary long before retirement takes place. Many experts claim that serious planning should begin five years before retirement.

If you are thinking about retirement, ask yourself these questions:

- When should I retire? at 55? 65? 70?
- How much money will I need to live on?
- What am I entitled to receive from government pensions? from my employer?
- What will I do with my time? take up a hobby? travel? start a second career? go back to school?
- Where will I live? Should I move to another city? to an apartment? or should I stay where I am?

The resources listed in this Handbook will identify financial and health care benefits and other services that are available to you as a retired person.

For assistance in finding answers to your retirement questions, retirement planning or financial counsellors are helpful. Your place of employment is the first place to look for advice: many employers offer retirement planning courses or seminars to their older employees. As well, banks and other financial institutions often provide useful information.

The Canadian Bankers' Association publishes a booklet on financial planning for retirement called **"Steps to Retirement."** To obtain a free copy, ask at your local bank, or phone or write:

Canadian Bankers' Association
523 - 167 Lombard Avenue
Winnipeg, R3B 0V3
Phone: **947-9221**

The Pension Benefits Act of Manitoba

One objective of the Pension Benefits Act is to safeguard employees' rights to benefits promised under private, employer-sponsored pension plans.

More specifically, the Act requires that plans provide for:

- Mandatory participation for full and part time employees after the completion of two years of employment;
- Full entitlement to pensions provided under the plan after two years of employment;
- Portability of pension through options to transfer benefits on termination of membership to a "locked-in" vehicle (i.e. R.R.S.P.) or another employer sponsored pension plan;
- Mandatory pensions for spouses of deceased plan members;
- Minimum information requirements for plan members, including an outline of the plan provisions, annual statements, access to certain plan documents, and statements on termination and death;
- Protection of pensions from seizure, withholding, or garnishment;
- Payment of all contributions to a pension plan within specified time periods (those made by employers and members) and minimum standards concerning the investment of the pension funds themselves.

The Act requires that pension funds be kept separate and apart from the assets of the employer. It also ensures that all benefits accrued to the membership will be provided should the plan terminate.

The Manitoba Pension Commission

The Manitoba Pension Commission, a branch of Manitoba Labour promotes the establishment and improvement of private pension plans and assists both employees and employers in understanding these plans.

The branch carries out a variety of activities to see that the requirements of The Pension Benefits Act are met.

The branch registers new plans, and monitors all existing plans to ensure that:

- Plan provisions comply with legislation;
- Plans are administered correctly;
- Contributions made are sufficient to cover benefits earned and that contributions are made within allowable time periods.

Finally, when a plan is terminated, the branch must consent to the proposed distribution of plan funds, including surplus funds, before the distribution can take place.

How the branch helps employees:

The Pension Commission staff assist employees daily, explaining how pension-related legislation affects them and answering questions regarding plan provisions:

Assistance includes:

- Investigating complaints to assist in settling disputes;
- Explaining various provisions of pension plans and the options available to members;
- Explaining employees' responsibilities as plan members; and
- Investigating cases of overdue refunds or payments.

If you would like more information about the branch's services, employer sponsored pension plans, or The Pension Benefits' Act of Manitoba, contact The Pension Commission of Manitoba at:

Manitoba Labour
Pension Commission of Manitoba
Room 1004 - 401 York Avenue
Winnipeg, Manitoba
R3C 0P8
Telephone: **945-2740***

*We will accept collect telephone calls from individuals outside the city limits.

Age and Opportunity

Age and Opportunity offers a range of retirement planning services to assist individuals, couples, groups and organizations to become more aware of the issues related to planning successfully for the retirement years. Issues dealt with include: health, housing options, legal affairs, financial security, pensions and other benefits, personal and work relationships, use of time, psychological preparation for retirement, and awareness of the aging process. Decisions related to if and when to retire, early retirement, partial retirement are also important matters to consider.

Specific services include:

Education:	Workshops and seminars pertaining to specific topics about retirement.
Information:	About community agencies and other services/organizations/programs.
Referral:	To appropriate agencies/organizations based on individual needs.
Library:	Articles, books, research studies, pre-retirement manuals, films, videos, bibliographies related to retirement planning issues.
Consultation:	To groups and organizations such as employers and unions about developmental retirement preparation programs, including workshops and seminars.
Peer Counselling: (P.R.E.P.)	Personal, confidential service to individuals and couples contemplating retirement. Trained retired volunteers provide suppor-

tive listening, information and discussion about alternatives and choices available in developing personal retirement plans.

Lifestyles Event: An annual community-wide event, offers workshops on various aspects of retirement. Also included is an exhibition of products and services targeted to the 50 Plus market.

For further information, contact:

Age & Opportunity
Retirement Planning Services
304-323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **947-1276**

FINANCIAL COUNSELLING AND ADVOCACY

Farmer's Estate Counselling

Making major financial decisions is sometimes a difficult task, but it can be made easier if you receive good advice.

Farm Management Specialists, Agriculture Representatives and Home Economists are available for consultation regarding estate planning, farm transfers, taxation and other financial concerns.

A wide range of written information concerning financial matters is also available from Manitoba Agriculture offices throughout Manitoba.

The name and number of your District Agriculture Representative can be obtained through:

Citizen's Inquiry Service
Phone: **945-3744**
Toll Free: **1-800-282-8060**

The Bureau of Pensions Advocates

The Bureau of Pension Advocates is responsible for advising and counselling veterans and their dependents, for helping them prepare their pension applications and for representing them at hearings under the Pension Act. The Bureau is an independent governmental agency staffed by qualified lawyers. For more information contact:

The Bureau of Pensions Advocates
101-180 Main Street
Winnipeg, R3C 1A6
Phone: **983-5593**

Manitoba Anti-Poverty Organization (M.A.P.O.) Inc.

This non-profit organization was designed to provide advice, assistance and advocacy for low income people and recipients of social assistance. If needed, staff members prepare and/or attend the Social Service Advisory Committee on appeals or refer clients to appropriate community resources. Clients are encouraged and assisted to act as advocates for

themselves. An active education and outreach program provides opportunities for volunteer involvement in a variety of activities. No fee for membership is charged, but donations are welcome. If you are interested in becoming a member of the M.A.P.O. or in volunteering your services please contact:

Manitoba Anti-Poverty Organization (M.A.P.O.) Inc.
102-365 McGee Street
Winnipeg, R3G 3M5
Phone: **786-3323**

FINANCIAL BENEFITS FOR OLDER MANITOBANS

The loss of regular income from employment that comes with retirement may be partially offset by income from federal and provincial income security programs, tax credits and other benefits. Some assistance is also provided through reduced rates on certain goods and services offered by government and private business.

PROOF OF AGE

In order to receive the reductions and benefits available to senior citizens you are often expected to prove your age. This is especially important when you are applying for government pensions and benefits. A copy of your birth or baptismal certificate should be included with your application form. If these are not available, other documents are often accepted to establish age.

Birth Certificates

If you were born in Canada, you can obtain your birth certificate by writing to the Vital Statistics office in the province where you were born. Be sure to include your full name at birth (first, middle, last), date and place of birth, father's name and mother's maiden name with your remittance of $15.00, payable to the "Minister of Finance." In Manitoba, the address is:

Vital Statistics
Manitoba Family Services
254 Portage Avenue, Winnipeg, R3C 0B6
Phone: **945-3701**

If you were **NOT** born in Canada, the following offices may be able to provide you with information on where to write for a foreign birth certificate:

Citizens' Inquiry Service
In Winnipeg
Phone: **945-3744**
Elsewhere in Manitoba
Toll Free: **1-800-282-8060**

Health & Welfare Canada
Main Floor
330 Graham Ave.
Winnipeg, R3C 4C8
Phone: **983-3640**
Toll Free: **1-800-362-3384**

Baptismal Certificates

The church where you were baptized can supply you with a baptismal certificate. If you don't know the specific church, write the central office of your religious denomination, in that city. They may have duplicate records.

Other Documents

If both your birth and baptismal certificates are unavailable, there are other documents which can be used to establish your age. Usually, two or more of the following are required.

Family Bible or other personally kept family records.
Marriage certificate, church roll, communion or confirmation certificates.
Educational documents such as school registers, diplomas, teacher's certificates.
Insurance record of government annuity contract.
Hospital or medical records, vaccination records.
Pension or superannuation records.
Employment records.
Newspaper clippings.
Public records such as assessment rolls, voter and jury lists.
Membership records in lodges, clubs and associations.
Military records.
Court records.
Census records and national registration records.
Naturalization documents, citizenship certificate, Immigration record or passport.

Social Insurance Number

Any government application requires that you have a

social insurance number. Applications are available at all post offices and Canada Employment Centres.

FEDERAL INCOME SECURITY PROGRAMS

Federally administered programs are described below. For further information, the offices to contact are:

In Winnipeg: Health and Welfare Canada
Main Floor — Eaton Place
330 Graham Avenue
Winnipeg, R3C 4C8
Phone: **983-3640**
Toll Free: **1-800-362-3384**

In Brandon: 153-11th Street
Brandon, R7A 4J5
Phone: **727-0471**

Old Age Security (OAS)

This is for everyone! It is simple. You need only meet the residency requirements and be over 65. You don't even have to be retired.

Full or partial pensions are determined by length of residency in Canada. The monthly cheques are tied to the cost-of-living index. This is taxable income.

To start receiving benefits without delay, you should apply six months before your 65th birthday. Old Age Security packages are available at your local post office.

Guaranteed Income Supplement (GIS)

This Federal Government program ensures that every senior has a guaranteed minimum income.

To qualify, you and your spouse together must have little or no income other than the Old Age Security (OAS) pension.

A GIS application will be sent to you shortly after approval of your OAS application. The amount of the supplement you receive is based on your previous year's income, making yearly re-application necessary. This is not taxable income.

Spouse's Allowance

The Spouse's Allowance is paid to the spouse of an Old Age Security Pensioner. The benefit is paid on an income-tested basis to applicants who are 60-65 and have the required legal residence in Canada.

The Spouse's Allowance is not taxable income.

On death of the pensioner, the Spouse's Allowance will be continued, based on the survivor's income, until age 65. You must re-apply each year because of the income test stipulation.

Widowed Spouse's Allowance

If you are a widow or widower you may qualify for a Widowed Spouse's Allowance. The benefit is paid on an income test to applicants who are age 60-65 and have the required legal residence in Canada.

Widowed Spouse's Allowance is not taxable income.

Canada Pension Plan

1. Retirement Pensions

Contributors to the Canada Pension Plan may receive their retirement pensions at age 60 (Note: If you are between the ages of 60 and 65, you must wholly or substantially cease to work). It is your choice, between the ages of 65 and 70, when you wish to stop contributing, and to start receiving benefits.

Remember, however, that until you retire you must continue to contribute. (Applications can be filed six months prior to age 60 and are available in the post office.)

2. Survivor's Benefits

Upon death of the contributor, there is a lump sum benefit payable to the estate, if the minimum contribution requirements have been fulfilled. There is also a monthly benefit available to surviving spouses and dependents.

3. Disability Pensions

Disability pensions are payable to disabled contributors who have paid into the plan for the required number of years, who are disabled within the meaning of the Plan and who are under age 65. These pensions are converted to retirement pensions at age 65.

General Information About CPP

1. You must apply for all benefits and programs.
2. All benefits are considered taxable income.
3. A cost-of-living adjustment is made in January of each year.
4. Information is available from:
   Health and Welfare Canada
   Main Floor — 330 Graham Avenue, Winnipeg, R3C 4C8
   In Winnipeg call: **983-3640**
   Elsewhere in Manitoba — call Toll Free: **1-800-362-3384**

Other Federal Benefits: Unemployment Insurance (UI) Special Benefit

You may be eligible for a one-time special benefit from U.I. when you turn 65, even if you keep on working. To get this special benefit you must have worked in insurable employment for at least 20 weeks in the last 52. If you received U.I. in the last 52 weeks, you must have worked 20 weeks since the end of that claim. Apply as soon as possible after your 65th birthday. The benefit is equivalent to three times the weekly payment you would get if you were on regular U.I. claim.

For applications and information contact your local Canada Employment Centre. If you need assistance determining your local office, call:

Citizen's Inquiry Service — (Wpg.) Phone: **945-3744**
Toll Free: **1-800-282-8060**

Veterans Affairs Canada

Veterans Affairs Canada, has a number of programs that provide financial, health care, and treatment benefits to qualified veterans, disability pensioners, and their families. The focus is to help veterans maintain or improve the quality of their lives by assisting them to remain independent and healthy in their homes and communities. To qualify for assistance a person must meet service, age, health and income requirements.

For information on War Veterans Allowances, Canadian Service Veterans, and Veterans Independence Program contact:

Veterans Affairs Canada
101-180 Main Street
Winnipeg, R3C 1A6
Phone: **983-2860**

For assistance to veterans and their families in obtaining veteran's benefits, see:
The Bureau of Pension Advocates, page 20.

PROVINCIAL INCOME SECURITY PROGRAMS

55 Plus — A Maintoba Income Supplement

A quarterly income supplement is available to eligible Manitobans who are:

a) 55 and over, and not in receipt of Old Age Security program benefits and have an income within a specified range, (an annual application is required); or
b) in receipt of certain levels of benefits from the Federal Guaranteed Income Supplement or Spouse's Allowance Programs under the Old Age Security Program, (an application is not necessary as benefits are paid based on the application for federal benefits).

For further information and application contact:

55 Plus — A Manitoba Income Supplement
300-294 Portage Avenue
Winnipeg, Manitoba
R3C 4K3
In Winnipeg: **945-4416**
Toll Free: **1-800-282-8073**

Social Allowances Program

Social allowances are payable to residents of Manitoba who meet both of the following eligibility criteria:

a) they lack sufficient income to meet the cost of basic necessities for themselves and their dependents, if any;
b) they are eligible for assistance under The Social Allowance Act. Persons eligible under the Act include elderly persons 65 years of age and over and persons with a mental or physical illness or disability likely to last for more than 90 days.

For information and assistance contact Citizens' Inquiry Service **945-3744** or toll free **1-800-282-8060** and ask for the Income Security Office nearest you.

or:

Program Directorate: Income Security
301-267 Edmonton Street
Winnipeg, R3C 1S2
Phone: **945-2177**

Tax Credits

The Province of Manitoba provides help to its senior citizens through a number of tax assistance programs for which you may be eligible. These include:

- Manitoba Property Tax Credit
- Pensioners School Tax Assistance Credit for Home Owners
- Cost of Living Tax Credit

All of these programs must be applied for separately.

Information, assistance and applications for these tax credits and assistance programs are available from the:

Manitoba Tax Assistance Office
309-401 York Avenue (Norquay Building)
Winnipeg, R3C 0P8
In Winnipeg — Phone: **943-3401**
Elsewhere in Manitoba — Toll Free: **1-800-782-0771**

Pensioners who are tenants will find additional tax credit information on the Pensioners Tenant School Tax Assistance Program on page 37.

INCOME TAX SERVICES

Although completing an income tax form is probably not everyone's idea of how to spend a pleasant evening, it may, in the long run, be quite rewarding. Many seniors are entitled to credits and there is assistance available to help you fill out your forms.

For some who fit the minimum income qualifications, assistance is provided at the Manitoba Tax Assistance Office in Winnipeg, as well as to shut-ins in their own residences.

Age and Opportunity, in conjunction with the Institute of

Chartered Accountants, holds special free clinics to help seniors fill out their income tax forms. The service is provided to those individuals who meet certain income qualifications. Clinics are held in several community locations throughout the city.

The Manitoba Society of Seniors (MSOS) also offers an Income Tax Preparation Service in conjunction with the Volunteer Tax Service at Revenue Canada.

The Community Financial Counselling Service helps complete income tax forms for a reasonable fee.

For information and assistance consult your tax guide, your accountant or one of the offices listed below:

Manitoba Tax Assistance Office
309-401 York Street, Winnipeg, R3C 0P8
In Winnipeg — Phone: **943-3401**
Toll Free: **1-800-782-0771**

Age and Opportunity
304-323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **947-1276**

Manitoba Society of Seniors
803 Somerset Place
294 Portage Avenue
Winnipeg, R3C 0B9
Phone: **942-3147**

Revenue Canada Taxation Volunteer Program
391 York Avenue
Winnipeg, R3C 0P5
Phone: **983-3987**
Toll Free: **1-800-282-8079**

Community Financial Counselling Service
Community Income Tax Service
500-365 Hargrave Street
Winnipeg, R3B 2K3
Phone: **947-6561**

For local services outside of Winnipeg, contact your Regional Program Specialists (see page 5).

REDUCED RATES

Discounts for seniors are available on the cost of some services such as transit fares, bank services and airline tickets, and from many businesses such as restaurants and retail stores.

Senior citizens are not required to pay the entrance fee to Provincial Parks or the fee for fishing and game bird licenses. As well, they receive a discount on camping fees and green fees in Provincial Parks.

Proof of age is usually required, and your Old Age Security Card or birth certificate is usually accepted for this purpose.

A listing of businesses that offer reduced rates appear in the following publications:

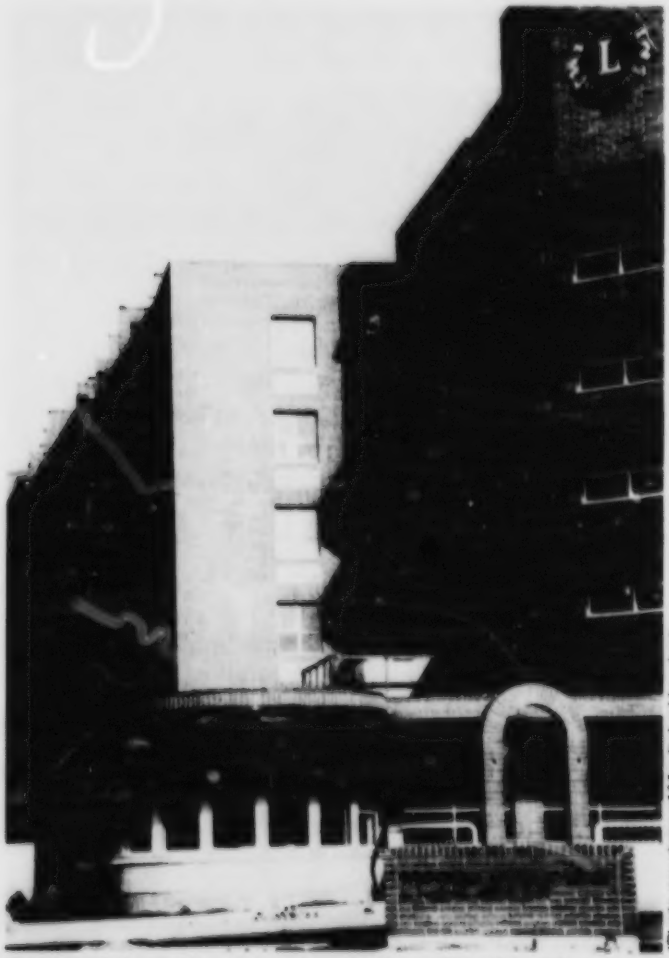
The Golden Guide

The Golden Guide is a 9-page supplement located in the Feature Pages at the beginning of the Winnipeg Yellow Pages Directory. It lists businesses that offer special discounts or incentives to seniors 65 years and over unless an earlier age eligibility is stated.

The MSOS Journal (see page 11)
Seniors Today (see page 12)

Commercial directories that list seniors discounts are available at some newsstands.

LIVING ACCOMMODATION



(Photo courtesy of Manitoba Housing)

Seniors' housing constructed under the Manitoba Seniors' Rentalstart Program.

A wide variety of housing options are available to meet the financial and lifestyle requirements of older Manitobans. Many seniors prefer to continue living in the family home and, if necessary, adapt the house to fit their changing needs as they

grow older. The Housing Improvement Assistance programs on page 38, and the Manitoba School Tax Assistance Program on page 37 may provide financial aid to those who choose this option.

Other seniors may look for accommodation that requires less upkeep than the single family home and offers more opportunity to be in contact with other people. Apartment options to suit all financial situations are listed below, with financial assistance for renters listed on page 36.

Wherever you choose to live, the supportive services beginning on page 82 may make it possible for you to maintain your independence if you need help with some of the essential tasks at home.

APARTMENT RENTAL OPTIONS

Public Non-Profit Housing

Elderly Persons Housing (EPH) is subsidized apartment housing for senior citizens, owned by the Provincial Government and managed or sponsored by a local municipal Housing Authority or a non-profit organization. Rent is government subsidized, with the amount paid by the tenant set at 25% of the combined income of all members of the household. There are some eligibility requirements with highest priority being given to those identified as most in need.

In Winnipeg contact:

Winnipeg Regional Housing Authority
700-294 Portage Ave.
Winnipeg, MB R3C 0B9
Phone: **956-4663**

Outside of Winnipeg:

Contact the local Housing Authority or
Manitoba Housing
Property Management Branch
2100-185 Smith Street
Winnipeg, MB R3C 3G4
Phone: **945-4652**

Private Non-Profit Housing

This is rental accommodation that is owned and managed by charitable non-profit organizations such as service clubs or church groups. Restrictions regarding tenant eligibility, rent levels and available subsidies differ depending on the project.

Cooperative Housing

Cooperative housing is owned by not-for-profit community self help groups who have incorporated to provide housing for their members. Cooperative housing organizations can receive financial assistance for new construction, purchase and repair to existing housing or conversion of non-residential buildings. Co-op members purchase equity shares in the project and collectively become owners and managers of the building. Subsidies are available to low income members. Persons wishing to become tenants in an existing project must purchase a share in the co-op.

Life Lease Tenancy

A Life Lease Tenancy guarantees the right to occupy the dwelling for the lifetime of the tenant. In projects constructed by community based non-profit organizations, the potential resident purchases a life lease which is used as equity toward the construction of the project. Equity contributions reduce the monthly rental costs to residents. Some suites are designated as rent supplement units. Seniors considering this type of tenancy may be wise to obtain legal counsel in order to understand the implications of this kind of agreement.

Commercial Housing

The private market offers an increasing variety of housing options for seniors, ranging from conventional apartments and condominiums for a mixture of ages and income levels, to projects designed especially for seniors. Some provide amenities such as fitness facilities and swimming pools, and some provide services such as cleaning, transportation and dining facilities. Low income seniors renting on the private market

may be eligible for cash assistance under the S.A.F.E.R. program (p. 36).

HOUSING INFORMATION

Current listings on available public housing, non-profit and commercial developments are obtainable from:

a) Directory of Senior Citizen Residences in Winnipeg:

Age and Opportunity
304-323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **947-1276**
Price: $4.00 Seniors: $2.00

Information for organizations who wish to sponsor non-profit housing is available from:

Manitoba Housing
Planning Division
2100-185 Smith Street
Winnipeg, MB R3C 3G4
Phone: **945-5042**

General information and consultation for any group considering cooperative development can be received from:

Manitoba Cooperative Development
(regarding incorporation)
800-215 Garry Street
Winnipeg, MB R3C 3P3
Phone: **945-3562**
Toll Free: **1-800-282-8069**

Canada Mortgage and Housing Corporation
(regarding new construction)
P.O. Box 964
4th Floor, 10 Fort Street
Winnipeg, MB R3G 2V2
Phone: **983-5600**

Manitoba Housing
(regarding renovations and conversion of existing buildings)
Cooperative HomeStart Office
287 Broadway
Winnipeg, MB R3C 3G4
Phone: **945-0778**
Toll Free: **1-800-282-8069**

Information for organizations regarding financing of Life Lease Projects is available from:

Manitoba Housing
Manitoba Seniors RentalStart Program
287 Broadway
Winnipeg, MB R3C 0R9
Phone: **945-4754**
Toll Free: **1-800-282-8069**

Manitoba Housing Speakers Program

This program was designed to increase awareness of housing programs available to the public. Speakers are available to address schools, church groups, service clubs and community organizations that are interested in specific programs or in Manitoba Housing in general. If your group is interested in learning more about housing programs, please contact:

Manitoba Housing Speakers Program
603-287 Broadway Avenue
Winnipeg, MB R3C 0R9
Phone: **945-8290**

FINANCIAL ASSISTANCE PROGRAMS

Shelter Allowances For Elderly Renters (SAFER)

Direct monthly cash assistance is available to elderly renters who rent in privately owned buildings and meet certain qualifications. The amount of the monthly allowance is based

on an individual's or couple's total income and on the monthly rent paid.

Additional information, assistance and applications are available at:

Shelter Allowance Programs
1st Floor — 287 Broadway Avenue
Winnipeg, MB R3C 0R9
Phone: **945-2611**
Toll Free: **1-800-282-8069**

Note: Persons living in publicly owned Elderly Persons Housing, Rent Supplement Housing, or Personal Care Homes are already benefiting from government subsidies and are therefore not eligible for S.A.F.E.R.

Manitoba School Tax Assistance

The Pensioners School Tax Assistance Program for homeowners, and the Pensioners Tenant School Tax Assistance Program for renters provide annual assistance to offset the school tax portion of municipal taxes or rental costs. School tax assistance benefits are paid to eligible applicants once a year. Additional information and applications are available at:

Tenants
Shelter Allowance Program
1st Floor — 287 Broadway Avenue
Winnipeg, MB R3C 0R9
Phone: **945-2611**
Toll Free: **1-800-282-8069**

Owners
Manitoba Tax Assistance Office
Room 309-401 York Avenue Winnipeg, MB R3C 0P8
Phone: **943-3401**
Toll Free: **1-800-782-0771**

A variety of other tax credits and assistance plans are available to both homeowners and tenants. See page 29 under Financial Benefits for Older Manitobans.

HOUSING IMPROVEMENT ASSISTANCE

Residential Rehabilitation Assistance Program (RRAP)

The Homeowner Residential Rehabilitation Program (RRAP) provides financial assistance to owners of existing substandard housing which is in need of major repair in at least one of the five basic areas: structural, electrical, plumbing, heating or fire safety. Similar assistance is available under RRAP-Disabled for alterations required to make a unit accessible to a disabled occupant. The nature and quality of the repair work is expected to further the useful life of the dwelling by at least 15 years.

The assistance is available in both urban and rural areas throughout Manitoba. Household income thresholds exist to determine client eligibility.

The assistance is provided in the form of a loan, a portion of which may be forgiven depending on the household income and continued ownership and occupancy of the dwelling.

Individuals living in rural areas (population below 2,500) should contact:

Manitoba Housing
287 Broadway Avenue
Winnipeg, MB R3C 0R9
Phone: **1-800-282-8069**

Individuals living in communities with a population of over 2,500 should contact:

Canada Mortgage and Housing Corporation
P.O. Box 964
4th Floor, 10 Fort Street
Winnipeg, MB R3C 2V2
Phone: **983-5682** or **983-7273**

Winnipeg residents should contact the City of Winnipeg at **986-2299.**

Emergency Home Repair Program (EHRP)

This Provincial Government program is designed to help homeowners on low or fixed incomes improve their housing

conditions. Grants of a maximum of $3,000 are available. Repairs needed must be of a critical nature to qualify.

For details contact:

Emergency Home Repair Program
Manitoba Housing
287 Broadway Avenue
Winnipeg, MB R3C 3G4
Phone: **945-4753**
Toll Free: **1-800-282-8069**

LANDLORD/TENANT RELATIONS

The Landlord & Tenant Affairs Branch

The Rent Regulation Bureau and office of the Rentalsman form The Landlord and Tenants Affairs Branch deal with: landlord and tenant relations and related problems; matters pertaining to rent increases of any amount; the allowable rent charged for premises and general rent controls.

For further information contact:

The Landlord & Tenant Affairs Branch
302-254 Edmonton Street
Winnipeg, MB R3C 3Y4
Phone: **945-2476**
Toll Free: **1-800-782-8403**

VOICES FOR SENIORS

Manitoba Council on Aging

The Provincial Government created this advisory body in March of 1980 to advise it on issues, concerns, and needs of the elderly and aging. It is composed of 15 members drawn from a wide cross-section of geographic, ethnic, and community service backgrounds in Manitoba. The following are the terms of reference of the Council:

- To help identify areas of opportunity for Government, in adapting programs, policies, and institutions to accommodate to the changing age structures of Manitoba's population;
- To increase public knowledge and understanding of the aging process and its implications for all age groups in Manitoba;
- To review projects, programs, proposals, and problems related to the aging process and the aging of the population as referred to the Council by the Minister and report its findings to the Minister; and
- To provide for a public consultative process through appropriate meetings with relevant organizations, groups and individuals to fulfill its assignments as requested by the Minister.

Manitoba Council on Aging
Room 333-260, St. Mary Avenue
Winnipeg, MB R3C 0M6
Phone: **945-1997**

Seniors Directorate

The Government of Manitoba has a strong commitment to seniors to ensure that services and information are easily accessible.

Recognizing the need for a central point of contact to provide information to seniors, the government established the Manitoba Seniors Directorate in 1988. The Directorate acts as a

liaison with seniors, seniors' organizations, and government departments to ensure that government programs, policies and legislation enhance the status of seniors.

A close working relationship between the Directorate, government departments and seniors organizations promotes the interests of seniors in policy and program development.

Manitoba Seniors Directorate
Room 450, 500 Portage Avenue
Winnipeg, MB R3C 3X1
Phone: **945-2127**

(Photo courtesy of Manitoba Society of Seniors)

Senior activist Marguerite Chown.

Manitoba Society of Seniors

Manitoba Society of Seniors Inc. (M.S.O.S.) is a non-profit provincial organization created and operated by seniors for Manitobans 55 years of age and over.

Its main purpose is to serve in an advocacy role on behalf of the interests and welfare of older individuals. It presents the views of seniors to government and non-government bodies, to the media and to professional and business groups.

M.S.O.S. is governed by an elected Provincial Board which consists of 15 Regional Directors, 7 Provincial Directors and an 8 member Executive. Provisions have been made for the Society to be represented by 15 regional councils throughout the province, 8 of which are located outside of Winnipeg and 7 within the city of Winnipeg. The regional councils are autonomous bodies and each elects one Regional Director to the Provincial Board.

In addition to a large corps of volunteers, M.S.O.S. employs a paid staff of 8 professionals such as the Coordinator of Community Development and Recreation and the Editor of the Journal to provide continuity of operation and attend day to day details of the organization.

Membership is open to any individual, retired or pre-retired who meets the age requirement or to any household where at least one partner is 55 years of age.

Membership includes a range of services and programs designed to support M.S.O.S.'s advocacy function. For example:

Income Tax Preparation and Retirement Planning
Legal services
Current discounts available to seniors are listed in the M.S.O.S. Journal

M.S.O.S. offers low-cost photocopying to individuals, clubs and organizations.

M.S.O.S. Travel Service offers reasonably priced escorted package tours for seniors from one-day outings to extended trips throughout Canada and the U.S.A.

M.S.O.S. works in close cooperation with the Seniors' Directorate (Manitoba), Age and Opportunity, Creative Retirement

Manitoba, Consumers Association of Canada (Manitoba Branch), Discover Choices, Manitoba Council on Aging, and Services to Seniors Program of Manitoba Health.

For further information please contact:

Manitoba Society of Seniors
803-294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: **942-3147**

Senior Citizens' Regional Councils

Regional Councils are the focal point for seniors activities and concerns in the districts they represent. These regional councils have delegated representation to the Manitoba Society of Seniors (MSOS). They are also involved in coordinating regional events for all seniors' clubs. For information on the addresses and phone numbers of the Senior Citizens' Regional Councils in your area, contact the appropriate Regional Services to Seniors staff on page 5.

In Winnipeg, contact the Manitoba Society of Seniors.

Manitoba Society of Seniors
803 Somerset Place
294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: **942-3147**

Fédération des Ainés Franco-Manitobains Inc.

La Fédération des Ainés Franco-Manitobains Inc., formerly La Federation de l'Age d'Or du Manitoba Inc., was established in 1977, and is a non-profit organization formed to coordinate concerns of clubs for French speaking senior citizens in Manitoba. The following are the terms of reference of the Federation:

a) help those who wish to form a Senior's Club in their community
b) be a source of information, resources, strength and coordination for existing French speaking clubs in Manitoba;

c) organize meetings, gatherings, tournaments, picnics, trips, projects, and activities for French speaking senior citizens during the year;
d) establish and maintain close relationships with organizations for anglophone seniors in Manitoba;
e) be a consolidated support and autonomous force on all levels: social, political, cultural, economic, spiritual and educational.

Fédération des Aînés Franco-Manitobains Inc.
340 Boulevard Provencher
Winnipeg, MB R2H 0G7
Phone: **235-0670**

MULTI-SERVICE ORGANIZATIONS AND SENIOR CENTRES

ORGANIZATIONS AND CENTRES

Age and Opportunity

Older persons are vital members of the community and have a right and responsibility to be involved in determining their destinies. Age and Opportunity strongly believes this, and seniors are involved in all aspects of the agency, from policy making to service implementation.

The services provided on a regular basis include personal counselling, retirement planning services, legal assistance, volunteer Friendly Visiting Services, and Older Victim Services.

Throughout the year a limited number of free tickets are available for distribution for cultural, sports and entertainment events.

Age and Opportunity also operates six Senior Centres in Winnipeg which provide a variety of opportunities for educational and recreational activities.

The Agency is very aware of and responsive to the needs of senior citizens in Winnipeg. It is also willing to consult with groups, clubs or organizations throughout Manitoba who are in the process of developing services with the elderly.

Age and Opportunity is your resource: Call them for more information.

Age and Opportunity
304-323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **947-1276**

Senior Centres

The Senior Centres of this province are multi-purpose organizations aiming to support independence and to encourage involvement in and with the community. Each Senior Centre attempts to respond to the needs and interests of the older persons in their locality. Programs may include education,

health, nutrition, fitness, recreation, creative arts, advocacy, leadership development, legal advice, personal counselling and other support services. Participants are actively involved in planning and carrying out these activities. Centres also serve as community resource sites for information on aging.

Senior Centres presently in existence in the province are:

Winnipeg:

Multi-Purpose Centres sponsored by Age and Opportunity:

Main Street Senior Centre
817 Main Street
Phone: **942-7486**

Selkirk Avenue Senior Centre
472 Selkirk Avenue
Phone: **582-2329**

Smith Street Senior Centre
2nd Floor — 185 Smith Street
Phone: **942-6301**

St. Vital/St. Boniface
Senior Centre
613 St. Mary's Road
Phone: **253-1842**

Stradbrook Senior Centre
400 Stradbrook Avenue
Phone: **475-9150**

West End Senior Centre
644 Burnell Street
Phone: **772-9581**

Other Multi-Purpose Centres:

Gwen Secter
Creative Living Centre
1588 Main Street
Phone: **339-1701**

Stay Young Centre
Y.M.H.A. Jewish Community
Centre of Winnipeg
370 Hargrave Street
Phone: **947-0601**

The Club
Lions Manor, 320 Sherbrook Street
Phone: **784-1240**
Lions Place, 610 Portage Avenue
Phone: **784-1210**
Ellice Place, 555 Ellice Avenue
Phone: **774-1110**

Senior Recreation Centres:

Elmwood/East Kildonan
Senior Centre
(sponsored by the City of Wpg)
180 Poplar at Brazier
Phone: **669-0750**

Golden Rule Senior Centre
Fort Rouge Leisure Centre
625 Osborne Street
Phone: **986-4931** or **986-4928**

Bleak House Centre
1637 Main Street
Phone: **338-4723**

Transcona Kinsman
Senior Centre
118 Regent Ave. E.
Phone: **222-8473**

Garden City Seniors Centre
535 Leila Avenue
Phone: **338-9323**

Outside Winnipeg:

In Brandon:
Brandon Civic Senior
Citizens Inc.
Prairie Oasis Senior Centre
241-8th Street
Phone: **727-6641**

In Winkler:
Winkler and District
Senior Centre
394-6th Street
Box 653
Winkler, R6W 4A8
Phone: **325-8964**

In Dauphin:
Dauphin Multi-Purpose
Senior Centre
55-1st Avenue S.E.
Dauphin, Manitoba
R7N 2A2
Phone: **638-6485**

In Selkirk:
Gordon Howard
Senior Centre
328 Vaughan Street
Phone: **785-2092**

In Portage:
Herman Prior Senior
Services Centre Inc.
40 Royal Road N.
Portage la Prairie, MB
R1N 1V1
Phone: **857-6951**

Senior Drop-In Centres

By far the most prevalent type of senior organization around the province is the "Senior Drop-In Centre," with several hundred in existence. These Centres provide a "community livingroom" atmosphere for recreational activities and socializing. They are informal and less structured than Senior Centres, and are usually run entirely by member volunteers. Inquiries directed to the Regional Program Specialists (p. 5), to your church or community centre, or to Age and Opportunity Centre (p. 45) will help you locate the drop-in centre nearest you.

Klinic-Seniors Community Services Program

As part of its many services, Klinic, Inc. offers a Community Services Program to all the senior citizens in the surrounding community. A Senior's Group meets weekly at the All Saint's Church Hall for recreational, educational and social purposes. Transportation to this program is provided for those who require it.

The Community Services Program also offers health monitoring and social services for elderly persons in their homes.

The Klinic nurses work closely with Home Care and V.O.N., making routine checks of blood pressure and offering consultation on nutrition, exercise and other health matters.

Limited transportation to medical appointments may be provided free of charge for those residents of the West Broadway area who are not able to use public transit.

For details contact:

Klinic Community Services Program
870 Portage Avenue
Winnipeg, R3G 0P1
Phone: **784-4090**

Gwen Secter Creative Living Centre

The Gwen Secter Creative Living Centre offers a variety of programs and services for individuals 55 and over. Programs are available in the areas of education, recreation, health and cultural enrichment. There are also support services available for seniors such as a hot meal program. Baba Luba's Kitchen provides delicious hot entrees on Monday, Wednesday and Friday for a nominal fee. The cafeteria provides an excellent setting for socializing over coffee and homemade baking.

Transportation to the Centre is available on a once a week basis for those who are unable to utilize bus service.

The Centre focuses on all aspects of older adult life, with many interesting and challenging opportunities. Seniors are involved in all aspects of the agency, from policy making through service implementation.

Gwen Secter
Creative Living Centre
1588 Main Street
Winnipeg,
Phone: **339-1701**

Y.M.H.A. Jewish Community Centre

The Y.M.H.A. Jewish Community Centre houses the Stay Young Centre which offers seniors a range of activities including cultural, educational, recreational and fitness programs.

The goals of the Stay Young Centre are to provide opportunities for seniors to lead active, independent, healthy and productive lives.

Along with the Stay Young Centre the Y.M.H.A. offers a special health club membership where personalized fitness programs are available.

The Stay Young Centre is responsible for the operation of four outreach programs within the Jewish community. These programs encompass a wide range of programs that include arts and crafts, education, cultural and recreational programs. A special feature offered weekly is an escort shopping service to assist seniors with their grocery shopping.

For more information on specific programs, please phone or write:

Y.M.H.A. Jewish Community
Centre of Winnipeg
370 Hargrave Street
Winnipeg, R3B 2K1
Phone: **947-0601**

Beit Am Seniors
765 Aikins Street
Winnipeg, Manitoba
Phone: **947-0601**

Rosh Pina Seniors
123 Matheson Avenue
Winnipeg, Manitoba
Phone: **589-6306**

H.S.B.A. Gardens Seniors
1001 Sinclair Street
Winnipeg, Manitoba
Phone: **334-1805**
or **947-0601**

Monash Manor Senior Group
865 Sinclair Street
Winnipeg, Manitoba
Phone: **334-4537**

The Indian & Metis Friendship Centre of Winnipeg, Inc.

The "Elders Program" at the Indian and Metis Friendship Centre was designed to provide a variety of services to seniors, particularly those of native and Metis descent. Staff members visit elderly people in hospitals, personal care homes and in their homes; provide transportation for grocery shopping and doctor appointments; act as native interpreters where needed;

and assist seniors with gardening in the summer. For more information on these services and others, contact:

Indian & Metis Friendship Centre Inc.
239 Magnus Avenue
Winnipeg, Manitoba
R2W 2B6
Phone: **586-8441**

SUPPORT AND FUNDING FOR SENIORS' ORGANIZATIONS

Services to Seniors

Services to Seniors is a program of Gerontology Programs of Manitoba Health, designed to assist communities, seniors' organizations, and interested groups encourage healthful retirement living. The program helps with the creation and development of senior centres, support services projects (to support independent living in the community) and provides consultation for the development of seniors' regional councils and other seniors' organizations.

Services are available through Regional Program Specialists. See page 5 for a complete listing.

Skills Programs for Management Volunteers

This is a training program for boards and committees of volunteer organizations which are clients of Manitoba Culture, Heritage and Recreation, the Fitness Directorate and the Sport Directorate. Service includes consultation to assess needs and referral to trainers who deliver custom-designed workshops on a low fee-for-service basis. Printed resource material is included in the workshops.

Contact:

Recreation Consultant Volunteer Development
Recreation Branch
Manitoba Culture, Heritage and Recreation
8th Floor, 177 Lombard Avenue

Winnipeg, R3B 0W5
Phone: **945-4401**

or contact your Regional Office of Manitoba Culture, Heritage and Recreation.

The Cooperative Development Branch

The Cooperative Development Branch of Manitoba Co-operative, Consumer and Corporate Affairs, will provide assistance to groups of senior citizens and/or their organizations to incorporate cooperatives to meet their social and economic needs.

Examples of some of the cooperatives are:

Housing Cooperatives for Seniors
Social or Recreational Cooperatives
Cultural Cooperatives
Services Cooperatives
Other types

Cooperatives may provide seniors with opportunities to lead a more active and rewarding lifestyle. For more information on how your group can form a cooperative to meet your needs, please contact:

Cooperative Development Branch
Manitoba Cooperative, Consumer and Corporate Affairs
800-215 Garry Street
Winnipeg, R3C 3P3
Phone: **945-3748**
Toll Free: **1-800-282-8069**

New Horizons

New Horizons is a federal government program which funds projects for groups of older Canadians. Your imagination is the limit as to the kind of project, provided the project is non-profit and is organized and managed by a group of older, retired Canadians to help themselves or their community. New Horizons projects are varied and often innovative, but all have two features in common: group activity and volunteer commit-

ment. Activities range from sports to historical research, from retirement counselling to home visiting. To submit an application there must be ten interested volunteers, who would be willing to assume responsibility for managing and directing a project.

Grants are meant to provide operating funds for up to the first 18 months of the life of the project, after which the operation should be self-sustaining.

If you have an exiting idea, maybe a New Horizons grant is all you need to get you off the ground.

For more information, refer to:

New Horizons
340 Graham Avenue
Winnipeg, R3C 4C2
Phone: **983-2833** (will accept collect calls)

Health Promotion Directorate — Health and Welfare Canada

The Prairie Regional Office of the Health Promotion Directorate distributes pamphlets and resources relating to health issues, implements national programs and provides funding to community groups through its Health Promotion Contribution Program. Also, the Directorate encourages the development of self-care and self-help projects by seniors and their organizations through the Seniors Independence Program which the Directorate jointly administers with New Horizons, Social Services Programs Branch. For more information contact:

Health Promotion Directorate
Health and Welfare Canada
603-213 Notre Dame Avenue
Winnipeg, R3B 1N3
Phone: **983-2553** (collect calls accepted)

Manitoba Culture, Heritage and Recreation

The Cultural Resources Branch of Manitoba Culture, Heritage and Recreation has a variety of assistance programs providing grants to qualifying organizations in the area of the arts.

These programs also include grants directed at the support of the language and heritage of Manitoba citizens.

For information regarding these programs, feel free to write or phone:

Cultural Resources Branch
Manitoba Culture, Heritage and Recreation
8th Floor — 177 Lombard Avenue
Winnipeg, R3B 0W5
Phone: **945-3847** (will accept collect calls)

Private Grantors

Certain organizations, in looking for ways to express their community spirit, make funds available to groups who have a social service function. Examples of such organizations are Rotarians, Kinsmen, Kiwanis, Lions, Knights of Columbus, The United Way, The Winnipeg Foundation and The Richardson Foundation, etc.

Municipal Governments

You may not have to look any further than your local government to obtain funding for your project, service club or organization. Inquire at your Municipal office to find out what grants are available.

For City of Winnipeg Residents, contact City Inquiry: **986-2171.**

For Residents outside the City of Winnipeg, contact Citizens' Inquiry Service for referral: **1-800-282-8060.**

ACTIVE LIVING

The achievement of total physical well-being in later years is dependent upon a number of lifestyle factors such as physical fitness, nutrition, good health practices, avoidance of smoking and moderate use of alcohol. The term **"active living"** refers to the connection between physical well-being and quality of life. Active living means choosing a balanced way of life that incorporates physical activity and good health habits with all the other activities of one's daily existence to produce an active healthy and satisfying life.

The resources listed below focus on fitness for seniors. Many of the Senior Centres listed in the previous chapter also offer resources for active living.

FITNESS AND RECREATION

YM-YWCA of Winnipeg

The YM-YWCA's have a variety of unique program offerings available to the individual. There are seniors' groups operating in all of the YM-YWCA Branches. Programs run throughout the year and include activity exercise classes, aqua fitness, swim lessons, special events, and a lot of fellowship and fun. These programs are oriented towards the needs and interests of seniors. Why not join today? Come out and try the Y! For more information as to the time and specific program offerings contact the YM-YWCA in your neighbourhood.

YM-YWCA's of Winnipeg

South Family Branch
5 Fermor Avenue
R2M 0Y1
Phone: **233-3476**

Corporate Office
100-290 Vaughan Street
R3B 2N8
Phone: **942-8157**

St. James-Assiniboia Branch
150 Ferry Road
R3J 1V7
Phone: **888-7924**

Elmwood-Kildonan Branch
454 Kimberley Avenue
R2K 0X8
Phone: **668-8140**

North YM-YWCA Community Centre
College & McGregor
R2W 4X4
Phone: **589-8325**

Downtown Branch
100-290 Vaughan Street
(Resource Centre)
R3B 2N8
Phone: **943-0381**

In Brandon:
Westman Region
Young Men's Christian Association (YMCA)
231-8th Street
Brandon, R7A 3X2
Phone: **727-5456**

Y.M.H.A. Jewish Community Centre

The Y.M.H.A. Jewish Community Centre houses the Stay Young Centre which offers seniors a range of activities including cultural, educational, recreational and fitness programs (see page 49).

Along with the Stay Young Centre the Y.M.H.A. offers a special health club membership where personalized fitness programs are available.

Y.M.H.A. Jewish Community Centre
of Winnipeg
370 Hargrave Street
Winnipeg, R3B 2K1
Phone: **947-0601**

"Place for Fitness" — Lions Place

A great place to work out and meet new friends. This unique centre, open to individuals from the community age 55 years or more, has been specifically designed for older adults. Exercise classes aimed at various levels of fitness are conducted by a professional instructor. Features of the fitness centre include: a large step-in spa, sauna, up-to-date exercise equipment, change rooms with lockers and easy access showers and an inviting rest area. As well, Lions Place for Fitness serves as a teaching resource for instructors wanting to gain

experience in the field of fitness for older adults. For further information please contact:

Place For Fitness
Lions Place
610 Portage Avenue
Winnipeg, R3C 0G5
Phone: **784-1210**

Manitoba Society of Seniors

55-Plus Games

M.S.O.S. 55-Plus Games attract hundreds of competitors each year to regional play-offs and provincial finals and consists of various sporting events, cards and table games, and fine arts and handicrafts competitions.

Each year a different Manitoba region and community is invited to enter a bid to host the Games finals. M.S.O.S. 55-Plus Games are one of few Canadian seniors' events that are sponsored by a seniors' organization.

(Photo courtesy of Manitoba Society of Seniors)

Swimming competition, Manitoba Society of Seniors 55 Plus Games.

(Photo courtesy of Manitoba Society of Seniors)

Baseball competition, Manitoba Society of Seniors 55 Plus Games.

Mall-Walks

Mall-Walks or the "Foot Loose and Fancy Free" program initiated in conjunction with Discover Choices Program has been successfully introduced into a number of shopping malls both within and outside of Winnipeg. It is the first of such programs across Canada to operate on a province-wide basis.

Manitoba Society of Seniors
803 Somerset Place
294 Portage Avenue
Winnipeg, R3C 0B9
Phone: **942-3147**

Kinsmen Reh-Fit Centre

This Centre offers programs designed for both the prevention and rehabilitation of heart disease. These programs, designed by physicians, nurses, physical educators and nutritionists, are tailored to the individual and seek to promote healthier

lifestyles for people of all ages. Staff members are specifically trained to work with elderly people. For more information on specific programs by the Reh-Fit Centre, please phone or write:

Kinsmen Reh-Fit Centre
1390 Taylor Avenue
Winnipeg, R3M 3V8
Phone: **488-8023**

Winnipeg Parks and Recreation

A variety of recreation services and opportunities are offered for senior citizens through the City Parks and Recreation Department. Professional recreation staff is available to assist senior citizens in establishing recreational programs which meet the needs and interests of their community.

Many of the swimming pools within the city sponsor swimming classes for older adults. Various fitness, sport, arts and crafts and educational programs are offered specifically for senior citizens. Senior citizens can participate in adult recreation programs at a reduced fee. Also, green fees at all Municipal Golf Courses are reduced for anyone over 65.

To find out what is available in your area, contact your local Parks and Recreation Branch:

City Centre/Fort Rouge
55 Garry Street
Phone: **986-5287**

Lord Selkirk/West Kildonan
1760 Main Street
Phone: **986-3110**

St. Boniface/St. Vital
219 Provencher Blvd.
Phone: **986-2663**

Regional Recreation Services
2799 Roblin Boulevard
Phone: **986-2037**

St. James/Assiniboia
2055 Ness Avenue
Phone: **986-3350**

East Kildonan/Transcona
545 Watt Street
Phone: **669-0730**

Assiniboine Park/
Fort Garry
1539 Waverley Street
Phone: **986-3006**

Recreation for Special Populations

The Recreation Consultant for Special Populations provides a consultative service, leadership and resources to communities and organizations in response to issues and special projects regarding recreation for Seniors.

Contact:

Recreation Consultant for Special Populations
Recreation Branch
Manitoba Culture, Heritage and Recreation
8th Floor, 177 Lombard Avenue
Winnipeg, R3B 0W5
Phone: **945-4402**

Fitness for The Older Adult

This leadership training course provides an opportunity for older adults in Manitoba to be exposed to active lifestyle information which will enhance their personal lifestyles as well as assist them in motivating other older adults toward a more active and rewarding lifestyle. For further information contact:

Fitness Directorate
Manitoba Industry, Trade and Tourism
500-155 Carlton Street
Winnipeg, R3C 3H8
Phone: **945-4405**

NUTRITION

As time passes, your body will require fewer calories from food to maintain a healthy weight. To balance this, continue and/or increase the physical activities you enjoy, rather than by eating less food. Even into your senior years your body still requires many nutrients to *stay* healthy.

For information about nutrition in rural Manitoba, contact your local home economist with Manitoba Agriculture. In Winnipeg, Brandon, Flin Flon and Thompson, contact your local home economist with Manitoba Health.

Citizens' Inquiry Service: **945-3744** or Toll Free **1-800-282-8060** can provide the telephone number.

SMOKING CESSATION PROGRAMS

Contact: Manitoba Lung Association
629 McDermot Avenue
Winnipeg, R3A 1P6
Phone: **774-5501**

Manitoba Lung Association
42 McTavish Avenue E.
Brandon, R7A 3B2
Phone: **725-4230**

EDUCATION AND TRAVEL

EDUCATIONAL OPPORTUNITIES AND UPGRADING

Universities

Quench your thirst for knowledge! Register for credit or non-credit courses at one of the three universities in Manitoba. The universities also offer special courses that may interest you. These include:

a) summer residential programs at The University of Manitoba and Brandon University which combine a unique experience of campus life with intellectual stimulation.
b) The University of Manitoba offers a course called "Aging Today" to senior citizens, volunteers, and para-professionals. This course examines the biological, social, and philosophical aspects of aging. The University of Manitoba also offers an Advance Certificate in Gerontology, mainly designed for people working in Gerontology.
c) The University of Winnipeg offers a wide variety special interest courses for senior citizens.

For more information about courses and schedules, inquire at one of the universities listed.

The University of Manitoba
Winnipeg, R3T 2N2
Phone: **474-8023**
Toll Free: **1-800-432-1960**

The University of Winnipeg
Continuing Education
491 Portage Avenue
Winnipeg, R3B 2E4
Phone: **786-9468**

Brandon University
Office of the Registrar
270-18th Street, Brandon, R7A 6A9
Phone: **728-9520 Ext. 738**
Toll Free: **1-800-852-2704**

Community Colleges

Community Colleges provide short-term schooling (1-2 years) in adult basic education, agricultural training, applied arts, apprenticeships, business and administrative studies, community services, health and personal services, industrial and technology, teacher education and a variety of evening courses. Some courses are offered to seniors at a reduced fee. This does not apply to courses where there is a high demand for training. Evening courses can be attended by seniors free of charge if there is available seating. More information can be obtained by calling one of these colleges:

Red River Community College
2055 Notre Dame Avenue
Winnipeg, R3H 0J9
Phone: **632-2327** Day Program
694-1789 Extension Services (Evening Program)

Assiniboine Community College
1430 Victoria Avenue East
Box 935, Brandon, R7A 5Z9
Phone: **726-6600**

Keewatin Community College
Box 3000, The Pas, R9A 1M7
Phone: **623-3416**

Thompson Campus
504 Princeton Drive
Thompson, Manitoba
R8N 0A5
Phone: **677-6450**

Flin Flon Regional Centre
143 Main Street
Flin Flon, Manitoba
R8A 1K2
Phone: **687-3410**

Correspondence Courses

Credit courses in high school grades and non-credit upgrading courses are available from the Correspondence Program Unit, Distance Education and Technology Branch, Manitoba Education and Training. Here is the opportunity to study in the comfort of your own home.

For information on fees and courses, contact:

Correspondence Program Unit
Distance Education and Technology Branch
Manitoba Education and Training
526 St. James Street
Winnipeg, R3G 3J4
Phone: **945-7612** (in Winnipeg)
1-800-782-0317 (Toll Free)

General Education Development Tests (GED)

G.E.D. tests are recognized as being valid equivalents of high school education. Persons must be at least 19, out of school for one full academic year, and have lived in Manitoba for the last six years. A small fee is charged to take the tests. High school equivalency may be obtained by writing five tests in the various basic areas.

Contact the following office for applications:

General Education Development Tests (GED)
Correspondence Program Unit
Distance Education and Technology Branch
Manitoba Education and Training
526 St. James Street
Winnipeg, R3G 3J4
Phone: **945-7617** (in Winnipeg)
1-800-782-0317 (Toll Free)

For those who are interested in taking courses at a high school, the procedure is to inquire at your local school board office to see if you may enroll in the high school near you. The schools may also be offering "English as a Second Language" for those who would like to improve their command of the English language and other special interest courses.

Further details can be obtained from your local School Board Office.

Adult Education

Many school divisions offer credit and non-credit adult education courses on a wide range of topics. You may contact your local school board office for information.

Creative Retirement Manitoba

Creative Retirement Manitoba is a province wide organization offering highly innovative programs for lifelong learning, community service and development, and health promotion that puts seniors wisdom, skill and experience to work in the community. Its purpose is to stimulate and support living more creatively and continuing to experience personal growth. Learning programs include Courses, Workshops and Lectures; Homebound Learning Opportunities; Training of Volunteers and Staff; Health Promotion. Community Programs include Seniors in the Schools; Performing and Service Groups; Pre-Retirement Workshops; Advocacy on Seniors Issues using Senior Think Tanks.

Winnipeg: 811-294 Portage Avenue
R3C 0B9
Phone: **949-2565**

Interlake-
Eastman-Central: **949-2556**

Westman: 836 Lorne Avenue
Brandon, Manitoba
R7A 0T8
Phone: **726-4404**

Parkland: 55-1st Avenue S.E.
Dauphin, Manitoba
R7N 2A2
Phone: **638-6485**

Age and Opportunity

Age and Opportunity offers a variety of educational programs specifically for seniors through its network of six Seniors Centres in Winnipeg. For a complete description of courses contact the Senior Centre in your area. See addresses on page 46, or call Age and Opportunity, **947-1278.**

Elderhostel

Elderhostel Canada coordinates a network of colleges, universities, independent schools, folk schools, YM-YWCA's private hostels, and other educational institutions where special low-cost, short-term residential non-credit academic programs for older adults are offered. Elderhostel is available to people over 60 or to those whose spouse or companion qualify.

Elderhostel is a network of over 1,600 institutions located in over 56 countries.

If you wish to be placed on the mail list to receive our four catalogue publications per year, free of charge, please write. Note: There will be a delay of one publication before you receive your first catalogue, however, you may view the most current issue at your public library.

Elderhostel Canada
33 Prince Arthur Avenue
Suite 300
Toronto, Ontario
M5R 1B2

LIBRARIES, MUSEUMS AND OTHER RESOURCES

Public Libraries

Reading can become difficult if your eyesight is no longer as good as it used to be. All public libraries make available free library books in large print. In rural Manitoba, contact your local library or bookmobile attendant, who can also get books in various languages for you through the Multilingual Biblio Service. If you live in a municipality that does not support a

(Photo courtesy of Creative Retirement Manitoba)

Seniors' Philharmonica Band

public library, you are eligible for a free books-by-mail service from the province. Write to:

Public Library Services
Manitoba Culture, Heritage and Recreation
139 Hamelin Street
Winnipeg, R3T 4H4
Phone: **945-6460** (collect calls acceptable)

In Winnipeg, the large print books are available at Winnipeg Public Library Branches and two bookmobiles. Individuals who are home bound can obtain these books and other library materials through the Extension Library's volunteer delivery service. Large print books and other library materials are distributed to residents of personal care homes through the library's deposit system. For further information, contact:

Winnipeg Public Library
Extension Library
1910 Portage Avenue
Winnipeg, R3J 0J2
Phone: **986-5580**

Similar services are available in French, through the

Bibliothèque de St. Boniface
131 Provencher Blvd.
Winnipeg, R2H 0G2
Phone: **986-4330**

Public libraries throughout the province also provide talking books for use by anyone who has problems reading, holding a book, or turning the pages. Contact your local library. They may even have cassette players for loan. They're listed in the Yellow Pages of your phone book under "Libraries-Public."

National Film Board

Here's an idea for your group's next meeting! A wide variety of films and videos are available to senior citizen groups for a small service charge. For more information write or phone:

National Film Board
245 Main Street
Winnipeg, R3C 1A7
Phone: **983-4131**

Elsewhere in Manitoba, call:
Citizen's Inquiry for referral
Toll Free: **1-800-282-8060**

The Manitoba Conservatory of Music and Arts

The Manitoba Conservatory of Music and Arts Seniors' Division Program offers 10 week courses in the fundamentals of drawing, as well as group piano, violin and recorder. The goal of the seniors program is to enable adult students to learn or renew a knowledge of art and music, and to enjoy the social benefits of an appreciation of music and arts. For further information, contact:

The Manitoba Conservatory of Music and Arts
Suite 280-176 Lombard Avenue
Winnipeg, R3B 0T4
Phone: **943-6090**

The Manitoba Museum of Man and Nature

The Manitoba Museum of Man and Nature includes seven galleries that interpret the province's human and natural his-

tory; a 280-seat Star Theatre in which the Manitoba Planetarium feature shows are presented; and the "hands on" science gallery called Touch the Universe. Admission rates for these programs are reduced for seniors. For more information on these programs and others, contact:

The Manitoba Museum of Man and Nature
190 Rupert Avenue
Winnipeg, R3B 0N2
Phone: **956-2830**

TRAVEL

Many travel agencies offer special travel packages and tours for seniors and seniors' groups. Special rates may also be available on some travel arrangements. Consult your travel agent or see the Travel section in the yellow pages of the telephone directory for a listing of travel agents.

The Travel section of the seniors' newspapers, MSOS Journal and Seniors Today advertise travel opportunities for seniors.

The following seniors organizations provide travel services:

Age and Opportunity Travel
304-323 Portage Avenue
Winnipeg,
Phone: **942-7869**

MSOS Travel Services
803-294 Portage Avenue
Winnipeg, R3C 0B9
Phone: **942-3147**

Lions Manor Travel Services
320 Sherbrook Street
Winnipeg, R3B 2W6
Phone: **784-1253**

For educational travel programs, see Elderhostel, page 66.
For Guide Books for handicapped travellers, see page 92.

VOLUNTEER OPPORTUNITIES

Your special talents, energy and time can be put to use to make a valuable contribution to your community by becoming a volunteer.

There are countless volunteer opportunities in every community: hospitals, nursing homes, schools and social agencies depend on volunteers to work with their staff or to conduct special activities. Many organizations train their volunteers to work on special projects.

Getting Started

Your volunteer time should be spent on work that you consider enjoyable and worthwhile. There are many ways to find out about the volunteer opportunities that are available in your community. If you are interested in a particular agency, approach it for information. Also your local newspaper may list some of the volunteer opportunities that are currently available.

To explore the opportunities available in your community contact:

The Regional Program Specialist in your area (page 5)
The Community Resource Council in your area (page 6)

The Volunteer Centre

The Volunteer Centre is a link between willing volunteers and the agencies and organizations that need them. It also assists these agencies and organizations in developing effective volunteer programs by providing ongoing training and consultation services. For people considering making a volunteer commitment, the Centre offers an interview referral process based on particular skills, interests and experience. For more information on programs, contact:

The Volunteer Centre of Winnipeg
3rd Floor — 5 Donald Street
Winnipeg, R3L 2T4
Phone: **477-5180**

Age and Opportunity

A number of challenging volunteer opportunities for seniors are offered through Age & Opportunity:

- Volunteer "Friendly Visitors" are matched with people who, for a variety of reasons live isolated lives. A regular visitor can provide friendship and support
- Volunteers work as receptionists and as administrative assistants in the downtown office and in Senior Centres.
- Seniors act as peer counsellors to other Seniors in the areas of retirement planning and coping with loss and change.

Call to enquire about these and other volunteer opportunities.

Age & Opportunity
304-323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **947-1276**

Creative Retirement Manitoba

Creative Retirement Manitoba offers a number of unique volunteer opportunities for seniors including course and workshops instructors and leaders; Homebound Learning Consultants and Facilitators; Community Development Workers; Seniors in the Schools Volunteers; Performers in our dramatic, singing, instrumental groups; Senior Think Tank members, and presenter of Pre-Retirement programs.

For more information call:

Winnipeg: **949-2565**
Westman: **726-4404**
Parkland: **638-6485**
Interlake, Eastman, Central: **949-2556**

Ruperf's Land Respite Care

Trained volunteers provide companionship for a frail older person living with spouse or other family member. The care-

giver is given some worry-free time to continue her/his own social or cultural activities. Morning, afternoon or evening commitment. For more information, contact:

Rupert's Land Respite Care
168 Wilton Street
Winnipeg, R3M 3C3
Phone: **475-4031**

Photo courtesy of Creative Retirement Manitoba

Creative Retirement Manitoba's Seniors in the Schools Program.

OPPORTUNITIES FOR WORK

Canada Employment Centres

In addition to their job placement service, the Canada Employment Centres also offer assistance in Creative Job Search Technique to help you find the job of your choice. Canada Employment Centres are located throughout Manitoba. Check your phone book or contact Citizens' Inquiry Service. Phone: **945-3744** or Toll Free **1-800-282-8060** for the office nearest you.

Senior Citizens' Job Bureau

The Job Bureau is a non-profit organization which provides a free referral service for senior citizens 60 years of age and over who register for work, and for employers who have job vacancies.

A variety of jobs-casual, temporary, part or full time are available.

For more information please phone or write:

Senior Citizens Job Bureau
300-323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **943-8864** or **943-8875**

Counselling Assistance to Small Enterprises (CASE)

Attention retired businessmen! Your services and expertise are needed to advise small enterprises and private businesses. For more information on how you can get involved, contact:

Counselling Assistance to Small Enterprises (CASE)
Federal Business Development Bank
1100-155 Carlton Street
Winnipeg, R3C 3H8
Phone: **983-7900**

Place for Crafts

Place for Crafts, a non-profit retail store, marketing high

quality handicrafts made by seniors, opened in December of 1977. It was initially located in Lions Manor, but has since relocated to its present site in Lions Place at 610 Portage Avenue.

Place for Crafts has continued to grow and expand over the years. Numerous seniors have submitted their craft items to market, or have participated as volunteers.

As craft items are sold the consignment price is returned to the senior who made the item, thus providing an income supplement and allowing these senior craftsmen and women to continue creating his or her special craft.

Place for Crafts is open to the public. We invite you to stop by and browse throughout collections of craft items and gift ideas, available at reasonable prices.

For more information on how to market your handicrafts, contact:

Place for Crafts
610 Portage Avenue
Winnipeg, R3C 0G5
Phone: **784-1235**

RESOURCES FOR NEW CANADIAN SENIORS

If you are a newcomer to Canada you will find most of the resources listed in the handbook useful.

The following are some of the services that assist new Canadians of all ages to settle in Canada. They are listed here in the hope that these services may meet some of the needs of older new Canadians.

LANGUAGE PROGRAMS

The Language Bank

The Language Bank, established in 1974 at the International Centre, was designed to facilitate communication between non-English speaking immigrants and the English speaking community at large.

Seniors who experience difficulties in obtaining the services they need because of language barriers, can now contact the Language Bank and receive the assistance of an interpreter, fluent in both English and the senior's native tongue. The interpreter may then provide a variety of services for the senior including phoning agencies the senior is involved with, translating written materials for the senior, and accompanying the senior to medical and legal appointments. The Language Bank also operates a 24-hour emergency line for crisis situations.

For more information about the Language Bank and other services offered by the International Centre, contact:

The Language Bank
406 Edmonton Street
Winnipeg, R3B 2M2 Phone: **943-9158**

24 Hour Emergency Line: **942-0141** Pager: **4869**

English as a Second Language (E.S.L.)

E.S.L. classes for adults are offered at a number of loca-

tions in the province. The following are recommended:

In Winnipeg:

Settlement Language Program

The Settlement Language Program (SLP) is a program which provides English as a Second Language (ESL) classes for immigrant women and seniors who are neither working nor looking for work and who, because of a number of barriers, are unable to attend regular institutional ESL programs. One of the most common of these barriers is fear of attending classes in large institutions with younger, better educated students or with strangers from other countries. Where necessary, there are supports provided to overcome other difficulties, both physical and psychological.

Classes are offered by ethnocultural, settlement service and community organizations throughout the city. Learners, as a group, identify what specific English skills they want to learn, the timing of the course and whether they need a teacher/teacher's aide who speaks their language.

SLP is federally funded by the Settlement Branch, Employment and Immigration Canada and provincially-coordinated by the Adult and Continuing Education (ACE) Branch, Manitoba Education and Training.

For more information, contact:

Settlement Language Coordinator
Adult and Continuing Education Branch
Manitoba Education and Training
410-185 Carlton Street
Winnipeg, R3C 3J1 Phone: **945-5978**

Adult ESL Centre

The Winnipeg School Division #1, Adult ESL Centre conducts a number of day and evening classes at various locations in Winnipeg. For information about classes contact:

Adult ESL Centre
Winnipeg School Division #1
700 Elgin Avenue
Winnipeg, R3E 1B2 Phone: **775-0416**

Applied Linguistics Centre Ltd.

This centre provides intensive full time language instruction. A tuition fee is charged.

Applied Linguistics Centre Ltd.
575 Wall Street
Winnipeg, R3G 2T5
Phone: **774-4689**

Language Training Centre

Red River Community College, Extension Centre
2nd Floor, 294 William Avenue
Phone: **957-1016** or **957-1026**

Outside Winnipeg:

Assiniboine Community College
Box 935, 1430 Victoria Avenue East
Brandon, Manitoba
Phone: **726-6600**

Thompson Citizenship Council
91 Churchill Drive, Thompson
Phone: **667-3981**

IMMIGRANT SERVICE AGENCIES

Immigration and Settlement Services

The Government of Manitoba shares a responsibility with the federal government in dealing with the settlement and adaptation needs of immigrant newcomers to Manitoba. Immigration and Settlement Services offers a wide range of services and programs for immigrant newcomers:

- Employment Services including administering the Recognition Program which offers wage assistance incentives for hiring immigrants with professional or technical credentials obtained overseas.
- Settlement materials production such as the Newcomers' Pocketbook to Manitoba.
- Newcomers' Services Support Program which provides grants of up to $7,500.00 to non-profit organizations for projects that deal with settlement and adaptation.
- Volunteer program for immigrant volunteers.
- Immigrant Access Service — direct client services to help immigrant families and individuals identify and use health, education, family, employment, legal, financial and housing services by staff who offer support in a number of languages.

For more information contact:

Immigration and Settlement Services
Department of Family Services
Main Floor — 114 Garry Street
Winnipeg, R3C 1G1
Phone: **945-2800**

Immigrant Access Service
294 William Avenue
Winnipeg, R3B 0R1
Phone: **945-6300**

Manitoba Interfaith Immigration Council

The Manitoba Interfaith Immigration Council is a voluntary organization of faith communities and individual Manitobans that, through personal expressions of faith commitment, exists to extend hospitality to all refugees and to serve them as brother and sisters. The following services are offered:

- Reception Services welcomes newcomers to our community in a safe supportive environment at its residence at 159 Mayfair Avenue. The house is designed for 29 residents for the short term until their own home is found through our housing program.
- Settlement Counselling fosters self-confidence with newcomers as they settle into their new community. Advocacy and service are available in Spanish, Vietnamese, Khmer, Tigrinia, Ahmaric, Polish, Farsi, etc., and, first language orientations are given on health, housing, education, shopping, hygiene, nutrition, English as a Second Language and other issues necessary for comfortable adaptation to Canada.
- The Host Program introduces Canadian volunteers to a newcomer family or individual to form a host group to provide support, help answer questions, practise English and help the newcomer(s) learn Canadian customs.

Volunteers of many cultures and languages are encouraged to help newcomers in various activities.

For information call or write:

Manitoba Interfaith Immigration Council
159 Mayfair Avenue
Winnipeg, R3L 0A1 Phone: **477-4483**

West End Senior Centre

Besides the regular services and activities provided by a senior centre, the Age & Opportunity West End Senior Centre has been responding to the needs and interests of South East Asian immigrant seniors. Services provided in Chinese include information and referral services, social and recreational programs, education, health and nutrition, Chinese, meal program, interpretation, assistance with forms and letters, personal counselling and other support services.

West End Senior Centre
644 Burnell Street
Winnipeg, R3G 2B7 Phone: **772-9581**

Immigrant Women's Association of Manitoba, Inc. (IWAM)

IWAM **Regular Programs** offers an opportunity to participate in educational forums on immigrant women's issues. We offer several other activities of general interest which provide a common ground for cross-cultural activities. We offer Settlement Language Programs (ESL) with childcare and transportation. We advocate on issues of interest on behalf of immigrant women.

The **Counselling Program** provides services in the area of family violence. Our social workers speak a number of different languages. The staff is culturally sensitive to the needs of immigrant women and their families. Confidentiality is assured.

Volunteer opportunities available.

Immigrant Women's Association of Manitoba
201-323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **943-8612**

Immigrant Women's Employment Counselling Service (I-WECS)

Immigrant Women's Employment Counselling Service provides a complete service through individual and group counselling to immigrant women who are seeking entry or re-entry into the job market.

The counsellors assist with career exploration, decision-making, vocational planning, job search preparation and employer advocacy, on-the-job training opportunities and info/referral services.

All staff are multi-lingual and offer services in their clients' own languages.

I-WECS also offers short-term job-related English courses under the New Options project.

Immigrant Women's Employment Counselling Service
503-352 Donald Street
Winnipeg, R3B 2H8
Phone: **949-5300**

Multicultural Program Grants

Assistance is provided to voluntary, non-profit ethnocultural organizations to preserve and promote the cultural heritage of their communities, facilitate the integration of newcomers into Canadian society and foster racial harmony.

The Department of the Secretary of State also supports projects related to human rights, Native citizens, status of women, official languages, and disabled persons.

Secretary of State
201-303 Main Street
Winnipeg, R3C 3G7
Phone: **983-5395**

SERVICES AND SUPPORTS FOR INDEPENDENT LIVING

Living independently in one's own home is as important to seniors as it is to younger people. If chronic illness or disability makes it difficult for you to carry out your usual activities of daily living, a little help may be all you need to enable you to maintain your independence. This chapter lists the services that are available to assist you.

Support Services to Seniors

Support Services to Seniors is a grant program that assists communities in developing services that help seniors remain independent in the community. Services might include grocery shopping, transportation, home maintenance or congregate meals.

Funding is available to communities through the Interagency Committee on Support Services to Seniors (Manitoba Health) to assist in the delivery of such services. Since each community is unique, service delivery methods will be developed according to the needs and resources of each community.

A community may provide a single service to a small group of seniors e.g. congregate meal; arrange an array of services to a defined environment e.g. Tenant Resources Coordinator; or act as the responsive and responsible body for a wider community with a wider array of supports and delivery methods e.g. Community Resource Council.

For further information on the Support Services to Seniors Programs contact the Services to Seniors Specialist in your area (see p. 5) or contact:

Support Services to Seniors Coordinator
Manitoba Health
333-260 St. Mary Ave.
Winnipeg, R3C 0M6
Phone: 945-8731

MEAL PROGRAMS

Meals on Wheels

Hot meals are delivered at noon to the homes of people who are unable to prepare adequate meals themselves due to age, illness, disability, lack of cooking facilities or inability to shop.

Meals on Wheels of Winnipeg Inc.
210-170 Marion Street
Winnipeg, R2H 0T4
Phone: **233-8603**

Outside Winnipeg: For information on the availability of Meals on Wheels in your community, contact your Regional Services to Seniors Specialist. See page 5 for addresses and phone numbers.

Congregate meals

Congregate meal programs (meals served to a group of seniors) are available at many locations throughout the province. Contact the Service to Seniors Specialist in your region (p. 5), the Community Resource Council (p. 6) or, in Winnipeg call your nearest Senior Centre (p. 46).

HOME MAINTENANCE

Community Home Services

Community Home Services, a project funded by the City of Winnipeg, provides a number of free services for low income senior citizens and disabled people throughout the city. They assist with house-cleaning, yard maintenance, snow shovelling, odd jobs of a non-technical nature, and one-way transportation to medical appointments.

Call: **986-3702 (Monday-Friday)**

Winnipeg Boys and Girls Club Inc.

During the summer this agency offers casual labor serv-

ices to homeowners in need of simple home repair and maintenance. The Winnipeg Boys and Girls Club is a private, voluntary, non-profit human service agency which provides broadly based social/lifeskills programs for youth between the ages of 6-24 years. For a minimal fee, seniors who would like to have work done around their home can contact the Wpg. Boys and Girls Club Inc. at the following address:

Winnipeg Boys and Girls Club Inc.
460 Selkirk Avenue
Winnipeg, R2W 2M5
Phone: **582-2321**

Home & Business Property Care Services

"Home & Business," a non-profit community employment project, offers special rates to seniors for property care services such as lawn maintenance, window cleaning, snow removal, rubbish removal, custodial work, and light moving. "Home & Business" offers these practical services at affordable prices for senior citizens, while providing training and work experience for persons labelled mentally handicapped.

For further information and for free estimates on any service you may need, call:

Home & Business
Property Care Services
3004 Portage Avenue
Winnipeg, R3K 0X8
Phone: **832-7816**

Self Starting Creative Opportunities for People in Employment (S.S.C.O.P.E.)

S.S.C.O.P.E. is a non-profit community service that provides snow shovelling, yard work, light and heavy house cleaning, painting, dishwashing, laundry and ironing, grocery shopping and other home maintenance services at reasonable rates. S.S.C.O.P.E. offers employment to psychiatrically disabled men and women and non-disabled adults to provide bonded and insured, reliable service. For information telephone:

S.S.C.O.P.E. Inc.
1109 Winnipeg Ave.
Winnipeg, R3E 0S2
Phone: **784-1140**

Community Resource Councils

Community Resource Councils may develop home maintenance as one of their support service options. Home maintenance includes general cleaning, heavy cleaning, yard work and simple handiman chores. See the list on p. 6 for the location of Community Resource Councils to check on the availability of such services in your area.

Seniors for Seniors

Seniors for Seniors is a Brandon Co-operative with the aim of helping seniors to continue as independent, active members of their community. The members of the non-profit co-op provide day to day assistance such as snow removal, lawn mowing, minor home repairs, housecleaning, shopping and transportation, at reasonable rates to seniors by seniors. Volunteers are also available for friendly visiting. With the assistance of a Resource Coordinator, Well Health programs are available such as foot care, exercises, nutrition and other information sessions. For more information, contact:

Seniors for Seniors Co-op Inc.
2-1321-13th Street
Brandon, R7A 4S5
Phone: **727-7589**

SAFETY CHECKS

Daily Hello

A daily telephone safety check can be a very reassuring thing for a person who lives alone. This service provides exactly that. Volunteers make the call at a pre-arranged time and if there is no answer, a neighbour is notified to make a check. For details, please write or phone the Volunteer Services Program

in your area, which is available to Home Care Clients needing Daily Hello.

Winnipeg North	**945-8333**	or call
Winnipeg South	**945-8933**	Citizen's Inquiry Service
Winnipeg West	**945-8911**	**945-3744**
Winnipeg Central	**945-8333**	

Letter Carriers' Alert

The Alert Program is a free service to help you in times of trouble. It is available to anyone in Winnipeg, but primarily geared to elderly people who live alone, handicapped persons, and shut-ins. Your letter carrier, while making his regular deliveries, will watch for any signs that you may need help: mail and newspaper piled up, snow not attended to, etc. If he gets no response from ringing your doorbell or knocking on the door, he may check with your neighbours. If that does not solve the problem he will call CONTACT: **944-8555** (see p. 2) where your confidential Alert card will be filed in a safe place. Coordi-

nators will contact the appropriate people named on your card and see that the problem is resolved.

This program is endorsed by the Letter Carriers' Union of Canada Local No. 7; Contact Community Information; the United Way of Winnipeg; the Winnipeg Labour Council; the City of Winnipeg Policy Department; and Canada Post.

If you want to participate in the Alert Program, cards may be obtained from any Winnipeg city Post Offices or phone **934-8555** and a card will be sent.

This program is to be expanded to other communities, ask about it at your local Post Office.

PERSONAL EMERGENCY RESPONSE SYSTEMS

Victoria Lifeline

For many people, especially for those who live alone, access to community services is crucial, particularly in time of emergency. Victoria Lifeline provides this access on a 24-hour basis by enabling a person at home merely to press a portable help button that alerts the Response Centre at Victoria General Hospital.

Operated by Victoria Hospital Research Foundation, Victoria Lifeline is a non-profit service to all of Winnipeg and surrounding communities. There is no purchase necessary. Lifeline is offered for a low monthly fee, which covers 24-hour monitoring and maintenance of the equipment.

For further information, please contact:

Victoria Lifeline
2340 Pembina Highway
Winnipeg, R3T 2E8
Phone: **477-3448/477-3447**

Luther Home Personal Emergency Response System

Luther Home Personal Emergency Response System is a community based, non-profit program designed to provide 24 hour protection for individuals who live independently and

because of their health or mobility are considered "at risk."

This system uses Apello personal emergency response equipment to provide assistance to the elderly and disabled.

The system enables those who require surveillance to live independently, for as long as possible, without risk to their health or safety.

For further information, please contact:

Luther Home
1081 Andrews Street
Winnipeg, R2V 2G9
Phone: **338-4641**

Fast Action Safety Team (F.A.S.T.)

F.A.S.T. is a computerized alarm reporting system that monitors your home or business 24 hours a day. The special Manitoba Telephone System lines connect customer premises with local alarm companies that electronically monitor the home or business for burglary, fire or medical emergency. When an alarm is received at the remote monitoring centre, the appropriate emergency service is notified within seconds. For more information call the Manitoba Telephone System at **941-5735.**

SPECIAL PROGRAMS FOR FRAIL OR HOMEBOUND SENIORS

Homebound Learning Opportunities

Homebound Learning Opportunities (HLO) is a unique, educational outreach service for older adults and their care-givers over 50 years of age living in Winnipeg who are home-bound on a permanent, seasonal or temporary basis. HLO offers over 120 course topics to choose from for an individual-ized one to one or group learning program offered once a week from four to eight weeks. A unique 30 topic audio-visual lend-ing library has been developed to complement the in-home courses offered. In addition to providing programs to home-

bound retirees, this service seeks to make creative use of their skills, experience and knowledge as facilitators for other participants, and providers of daily telephone calls to other shut-ins.

For more information contact:

Homebound Learning Opportunities
c/o Creative Retirement Manitoba
811-294 Portage Avenue
Winnipeg, R3C 0B9
Phone: **949-2555**

Manitoba's Adult Day Care Program

Adult Day Care is a specialized support service which provides a group program of recreation and socialization for frail, at risk or disabled adults who wish to remain in their own homes.

Adult Day Care offers clients an individualized plan of care which includes: supervised recreation and socialization, nutritious snacks and a hot noon meal. The provision and co-ordination of safe and reliable transportation is a key component in Adult Day Care programs. Clients attend on a scheduled basis and all services and programs are aimed at supporting, maintaining and improving skills necessary for independent living. Participants pay a user fee as their contribution to the cost of the program.

Adult Day Care in Manitoba is a resource to the provincial Continuing Care Program. Individuals are assessed by Continuing Care case coordinators and participation in Adult Day Care is generally part of a range of services in an individual's care plan. Most programs are sponsored by personal care homes, however, specialized programs and programs sponsored by non-institutional organizations are making a significant addition to the range and nature of service available. As of January, 1990, there were 52 programs in Manitoba, with 15 located in the city of Winnipeg and the remainder in rural areas.

For further information, contact Home Care-Continuing Care in your region, see page 107.

Friendly Visiting

Volunteer "Friendly Visitors" are matched with people who, for a variety of reasons, live isolated lives. The visiting creates a friendly and supportive relationship. This is a service of Age and Opportunity, contact:

Age and Opportunity
304-323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **947-1276**

TRANSPORTATION FOR SENIORS AND HANDICAPPED PERSONS

Handi-transit

Special transportation services for handicapped persons are available in Brandon **(728-2278)** and Winnipeg. In Winnipeg, you must register with Handi-transit by submitting an application form which has been completed by a doctor. For more information about Winnipeg Handi-transit phone **475-9444.**

Seniors Transport Service Inc.

Busing service is available for seniors living in the Fort Garry, Fort Rouge and River Heights areas of Winnipeg.

Senior citizens 60 years or over may use the service for shopping, medical appointments, banking, legal, social requirements, and group trips.

For further information on the service contact:

Seniors Transport Service Inc.
Ste. 2, 1172 Pembina Highway
Winnipeg, R3T 2A4
Phone: **474-0644**
474-0244

Transportation Project

The Commission on Aging/Winnipeg Jewish Community Council sponsors a partially subsidized Taxi service to Jewish

Seniors who are not able to use the regular bus Transit due to disabilities such as heart, respiratory conditions, visual, hearing and psychological.

To access this service, an application form must be filled out and a committee reviews it. A maximum of taxi vouchers is allowed per month.

This project covers a ten (10) month period from October to August. The objective of this program is to improve the quality of life by offering its users some assistance for their transportation.

For more information contact:

Y.M.H.A. Jewish Centre
370 Hargrave Street
Winnipeg, R3B 2K1 Phone: **947-0601**

Rural Transportation

A key element in bringing the elderly into the mainstream of community life is the provision of transportation that meets the special needs of the elderly and handicapped. Through the Program for Transportation of the Mobility Disadvantaged in Rural Manitoba, the Government of Manitoba assists communities that have taken the initiative in providing transportation services to the elderly and handicapped in their community. There are currently 38 communities in rural Manitoba that sponsor a handivan service under the Program. The Program provides grants to assist in the purchase of a handivan and the operation of the service. To qualify for funding under this program, a local municipal government must agree to act as the sponsor of the service, and the community must demonstrate a serious commitment to keep the service in operation once it is established.

For additional information on communities operating a handivan under the Program, please feel free to contact:

Transportation Division
Department of Highways and Transportation
15th Floor-215 Garry Street
Winnipeg, R3C 3Z1 Phone: **945-2009**

Disabled Persons Parking

Special permits are available to disabled persons who cannot walk long distances or must use a wheelchair or other walking aid. The permit applies only to designated spots in shopping centres and/or other parking areas.

Permits are issued to applicants by The Society for Manitobans with Disabilities Inc. Please contact the following:

Winnipeg Office:
825 Sherbrook Street
Winnipeg, R3E 2R3
Phone: **786-5601**

Westman Regional Office;
340-9th Street
Brandon, MB, R7A 6C2
Phone: **726-6157**
Toll Free: **1-800-572-1040**

Parklands Regional Office:
27-2nd Avenue
Dauphin, Manitoba
R7N 3E5
Phone: **638-9215**

Northern Regional Office:
210-74 Cree Road
Evergreen Place
Thompson, Manitoba
R8N 0B8
Phone: **778-4277**
667-9667

Eastman Regional Office:
Box 20550
201-323 Main Street
Steinbach, Manitoba
R0A 2T2
Phone: **326-5336**

Guide Books for Handicapped Travellers

The following books give information on places which can be reached by handicapped persons. "Easy Wheeling Manitoba: A Guide for the Visitor in a Wheelchair" published by:

Canadian Paraplegic Association
825 Sherbrook Street
Winnipeg, R3A 1M5
Phone: **786-4753**

"Handi-Travel: A Resource Book for Disabled and Elderly Travellers," is a comprehensive travel guide for people with disabilities affecting mobility, hearing or sight. "Connections: Accessibility at Major Transportation Terminals in Canada," is a series of floor plans denoting key accessible facilities in travel terminals. Both books are printed in French and English and are available for a fee from:

The Canadian Rehabilitation Council for the Disabled
45 Sheppard Ave., E.
Suite 810
Toronto, Ontario M2N 5W9
Phone: **(416) 250-7490**

National Transportation Agency of Canada

The Agency is empowered to prescribe regulations or investigate complaints for the purposes of eliminating undue obstacles in transportation to the mobility of disabled persons. This area also involves the accessibility of transportation facilities under federal control such as airport terminals. The Act provides provisions that enable the Agency to order corrective measures when it finds an undue obstacle and to order compensation for expenses incurred by the disabled person.

Services to the public are not restricted to disabled persons. In an effort to assist the travelling public in resolving service complaints, the Agency investigates complaints where the complaint relates to matters outlined in a carrier's tariffs, i.e., flight cancellation or delays, baggage irregularity, overbooking, discount fare provisions, level of service, difficulties with reservations and/or refunds. Agency staff examine whether or not an airline adheres to its published tariff and are instrumental in obtaining explanations from airlines and may also assist in the settlement of a complaint.

The Agency also regulates all aspects of rail passenger service for the disabled on Via Rail. General service complaints relating to rail passenger service are also processed through the Agency in order to ensure the carrier's compliance with tariff regulations.

Inquiries of this nature can be directed to:

National Transportation Agency of Canada
Western Region
301-350 Third Avenue, North
Saskatoon, Saskatchewan
S7K 6G7
Phone: **(306) 975-5229** (collect)

SERVICES FOR PERSONS WITH VISUAL IMPAIRMENTS

Canadian National Institute for the Blind (CNIB)

The objectives of CNIB are to assist blind and visually impaired people to become as independent as possible, to promote sight enhancement services, and to prevent blindness. Programs and services available include: rehabilitation counselling in visual impairment; rehabilitation teaching to instruct in the practical skills of coping with visual impairment; orientation and mobility to instruct in the skills of moving around in one's environment; sight enhancement services in order to enhance the vision that is remaining; adaptive and technical aids services to demonstrate and sell the equipment which helps persons with visual impairment to cope; recreational activities to provide for mutual support and socialization; and, library services in braille and audio tape for leisure reading, as well as transcription of personal material into braille and audio tape.

In Winnipeg: CNIB
1080 Portage Avenue
Winnipeg, R3G 3M3
Phone: **774-5421**

In Brandon: CNIB
354-10th Street
Brandon, R7A 4G1
Phone: **727-0631**

Elsewhere in Manitoba call the Winnipeg Office Toll Free **1-800-552-4893.**

Manitoba Federation of the Visually Handicapped

The Manitoba Federation of the Visually Handicapped is a self-help and advocacy organization concerned with the unmet needs of visually handicapped persons including the legally blind. Some of its major objectives include increased public awareness as well as improved services and access to them.

Interested persons should contact:

Manitoba Federation of the Visually Handicapped
200-294 Portage Avenue
Winnipeg, R3C 0B9
Phone: **942-5895** (will accept collect calls)

Large Print Books and Talking Books

See Libraries, p. 66.

SERVICES FOR PERSONS WITH COMMUNICATION DISORDERS

Hearing Problems

Hearing loss is usually gradual and a person may be unaware of such a loss. Hearing loss might be suspected when a person responds inconsistently to sounds; when sounds seem to be ignored; when a person turns his or her ear towards the sound; cups the ear with his or her hand; frequently asks the speaker to repeat; turn the T.V. or radio up too loud; shows signs of confusion; or misunderstands speech.

Because of the stigma related to hearing impairments, individuals may not want to admit they have a hearing problem. People may take lesser jobs to cover up the problem or retire early, adversely affecting the quality of their life.

In this province, a number of persons are available to assist in diagnosis and treatment including public health nurses, family doctors, audiologists and ear/nose/throat specialists.

Winnipeg Hearing Centres

Offer testing for hearing disorders at no charge to the client. Phone ahead for an appointment.

Concordia Hearing Centre
1095 Concordia Avenue
Winnipeg, R2K 3S8
Phone: **661-7357**

Deer Lodge Hearing Centre
2109 Portage Avenue
Winnipeg, R3J 0L3
Phone: **831-2126**

Seven Oaks Hearing Centre
2300 McPhillips
Winnipeg, R2V 3M3
Phone: **632-3527**

Victoria Hearing Centre
2340 Pembina Highway
Winnipeg, R3T 2E8
Phone: **447-3241**

Regional Hearing Centres test hearing and counsel persons with hearing problems and who wear hearing aids. Rural Regional Hearing Centres are part of the Regional Offices of Manitoba Health. See page 108 for the address and phone number of the Regional office nearest you or call Citizens' Inquiry Service **945-3744** or toll free: **1-800-282-8060.**

Testing for hearing disorders is also provided on referral of a physician at:

Department of Communication Disorders
Rehabilitation Hospital
800 Sherbrook Street
Winnipeg, R3M 1M4
Phone: **787-2326**

Speech and Language Problems

Language is the ability to understand and use words and gestures, while speech is the actual production of sounds. Accidents, disease or surgical procedures may interfere with speech and/or language and result in a disorder of communication. Isolation, loss of employment and emotional stress are only some of the resultant effects.

A speech-language pathologist can assess the problem and provide direct treatment, augmentative or alternative communication or family counselling as appropriate. For more information on speech and language treatment centres in Mani-

toba, contact the Manitoba Speech and Hearing Association.

The Manitoba Speech and Hearing Association has up-to-date information on treatment centres for individuals with communication disorders (speech, language or hearing). For more information on the centre that is best suited for your particular communication disorder, please contact:

Manitoba Speech and Hearing Association
321-285 Pembina Highway
Winnipeg, R3L 2E1
Phone: **453-4539**

Sign Language Classes

Courses are available through Red River Community College (694-1789); River East School Division (667-7130); Transcona School Division (224-1271); St. James School Division (832-9637); Society for Manitobans with Disabilities (986-5601).

Speechreading and Lip Reading Classes

Speechreading is the examination of the many different facets of speech — facial expressions, gestures, tone of voice, rhythm of words, body language as well as lip, tongue and throat movements. The Speechreading program includes Coping Strategies, Assertiveness Training, and Stress Management for the Hard of Hearing and Oral Deaf.

Lip reading is an examination of lip, tongue and throat movements.

For further information on Speechreading class locations and times, call:

The Society for Manitobans
with Disabilities — **786-5601**
Kiwanis Centre of the Deaf — **284-0802**

Lipreading classes: Winnipeg League for the Hard
of Hearing — **786-5601**
Lions Manor — **774-3506**

Kiwanis Centre of the Deaf

The Kiwanis Centre of the Deaf is a subsidized housing

facility for deaf adults and senior citizens, which also operates a small personal care unit. It serves as a recreational, cultural and religious centre for residents and deaf and hard of hearing people in the community at large. Several deaf organizations have offices in the Centre. For further information, contact:

Kiwanis Centre of the Deaf
285 Pembina Highway
Winnipeg, R3L 2E1
Phone: **284-0802**
(TDD): **475-0702**

Independent Interpreter Referral Service

The Independent Interpreter Referral Service is a professional non-profit corporation, providing a wide range of interpreting services to meet the diverse needs of the hearing and deaf communities. Service Requests are received from both the private and public sectors and interpreting is increasingly seen as vital to employers, families, educators and service deliverers, as it is to deaf consumers.

Should you require such a service please contact:

Independent Interpreter Referral Service
202-301 Nassau Street N.
Winnipeg, R3L 2J5
(Voice) **465-6332**
(TDD) **452-0687**

Manitoba Telephone System

All MTS Phone Centres and Business Offices offer customers with physical disabilities telephone equipment such as volume control handsets, automatic diallers, cordless phones, and speakerphones. At the same time, the **MTS Special Needs Centre,** which opened in June, 1989, offers a wider variety of specialized telecommunication products for those customers with hearing, speech, motion or vision disabilities. Specially trained employees will help you select equipment most beneficial to your needs as well as advise you on rates and other pertinent details.

The Special Needs Centre is located at 904-294 Portage Avenue, in the Somerset Building.

SERVICES/AGENCIES FOR HANDICAPPED PERSONS

Manitoba League of the Physically Handicapped, Inc.

The "Manitoba League" is an organization by and for people with disabilities. They monitor programs and legislation, and advocate for required changes regarding the common needs and concerns of disabled people of all ages. Present committees include Transportation, Housing, Income, Security, Support Services, Access, International Committee, Employment Committee, Human Rights Committee.

The League has seven branches throughout the province. The League's general newsletter, MLPH *UPDATE*, is published quarterly. The International Committee also publishes a newsletter, and the *Decade Dialogue* is sponsored by the League, through it is published by the Decade Conference Committee.

For more information:

Manitoba League of the Physically Handicapped
200-294 Portage Avenue
Winnipeg, R3C 0B9
Phone: **943-6099**

Independent Living Resource Centre

Independent living is a philosophy that encourages the participation and active involvement of all disabled people in all facets of life. The ILRC assists disabled people to become involved in their communities through the provision of information and referral services, individual advocacy, peer support, independent living seminars and summer projects such as the summer vacation relief program. The programs are designed with consumer input and reflect identified needs.

The ILRC also distributes "Out and About: A catalogue of Community Resources and Recreation Opportunities Available

Throughout the City of Winnipeg" for a minimal fee and provides information on the availability of adaptive clothing for handicapped people. For further information, please contact:

The Independent Living Resource Centre
207-294 Portage Avenue
Winnipeg, R3C 0B9
Phone: **947-0194**

HEALTH CARE SERVICES

PAYMENT OR REMUNERATION FOR HEALTH CARE SERVICES

Manitoba Health Services Commission

All residents of Manitoba are covered by the health insurance plan administered by the Manitoba Health Services Commission. Benefits include the following:

- hospital coverage at the standard ward level
- medical services including visits to doctors' offices, house calls and doctors' services in hospitals
- certain prosthetic and orthotic devices
- care in personal care homes (see page 109)
- a prescription drug program. (see Pharmacare, below)

For details regarding registration and coverage, contact:

Manitoba Health Services Commission
599 Empress Street, P.O. Box 925
Winnipeg, R3C 2T6
Phone: **786-7101** (collect calls accepted)
Toll Free: **1-800-282-8069**

Pharmacare

If Manitoba residents 65 years of age or older spend more than $92.75 a year on prescription drugs, Pharmacare will pay 80% of the costs of allowable prescription drugs in excess of $92.75, in each calendar year for them and their dependents. Forms are available at drug stores and Municipal offices.

For more details contact:

Pharmacare
Box 925
599 Empress Street
Winnipeg, R3C 2T6
Phone: **786-7141** (collect calls accepted)

Eyeglass Program

The Eyeglass Program for residents of Manitoba 65 years of age and older provides limited financial assistance toward the purchase of eyeglasses from an optometrist or an optician. The total allowable amount is based on a fixed schedule for dispensing fees, frames and lenses, less $50.00 deductible. After deducting $50.00, M.H.S.C. pays 80% of the remainder of the allowable total.

The $50.00 deductible applies once every 12 month period, from April 1, to March 31, per family. Thus, if additional glasses are required within the 12 month period the deductible does not apply.

Claim forms are available from optometrists and opticians or from:

Manitoba Health Services Commission
Box 925, 599 Empress Street
Winnipeg, Manitoba
R3C 2T6
Phone: **786-7366**

Blue Cross

Blue Cross plans are designed to supplement the provincial health insurance plan for residents of Manitoba. Blue Cross offers several plans with benefits including; ambulance fees, semi-private hospital rooms, dental care, travel coverage, chiropodist fees, private nursing fees, and medical equipment rental. In order to receive these benefits a subscription must be paid by the individual. For applications and specific information refer to:

Manitoba Blue Cross
100A Polo Park
Winnipeg, R3C 2X7
Phone: **775-0151**
Toll Free: **1-800-262-8832**

Health insurance coverage is also available from various insurance companies.

Social Allowances Health Services

The Social Allowances Health Services Program provides assistance for basic drug, dental and optical supplies and services which are not covered by the health insurance plan administered by the Manitoba Health Services Commission.

To be eligible for this program, persons must be eligible for the Social Allowance Program and be in financial need. Persons who are able to meet all their basic living costs except health care may be enrolled for Social Allowances Health Services only.

For information and assistance contact Citizens' Inquiry Service and ask for the Income Security Office nearest you.

In Winnipeg — Phone: **945-3744** or
Toll Free: **1-800-282-8060**

Program Directorate: Income Security Division
301-267 Edmonton Street
Winnipeg, R3C 1S2
Phone: **945-2177**

MEDICAL SERVICES

It is important to have a family physician who knows you and can meet your individual needs. Many family physicians make house calls if their patients are unable to travel to the office, and many use 24 hour answering services.

Practicing physicians are listed in the yellow pages of the telephone book under Physicians and Surgeons Guide.

Medical attention for minor problems is also available through Walk-In-Clinics, listed in the yellow pages Physicians and Surgeons Guide, and through:

Envoy Medical Dispatch

This service, operating since 1980, provides fully qualified doctors, who will visit you at home, for whatever medical problems arise.

It is not a service to replace your family doctor or specialist,

but one to use in circumstances where a trip out of the home is difficult, for whatever reason.

Not for life threatening emergencies.

Phone:	**786-4444**
Hours:	8:00 a.m. - 8:00 p.m. daily
Cost:	Covered by Manitoba Health Services Commission
Service Area:	Winnipeg, within the perimeter and St. Norbert

Geriatric Medical Services

Geriatric Assessment and Rehabilitation Units and Geriatric Day Hospitals provide multi-disciplinary assessment, treatment and rehabilitation. These programs are available at the following facilities: Assiniboine Centre, Brandon, Deer Lodge Centre, Health Sciences Centre, Morden District General Hospital, St. Boniface Hospital, Seven Oaks Hospital and Winnipeg Municipal Hospitals. Referrals can be made through your family physician or Continuing Care Case Coordinator.

COMMUNITY HEALTH CENTRES

Mount Carmel Clinic

Mount Carmel Clinic, located in the North End of Winnipeg, is a complete medical and social centre designed to meet the needs of both individuals and family.

The Clinic takes a special interest in senior citizens in the community. A community worker regularly visits various seniors institutions in the area and monitors blood pressure and discusses health problems on an individual basis. Group sessions are also provided according to the needs of the people. All services are offered in English and in Ukrainian, the language of the majority of elderly persons in the area. Often, home visits are arranged to ensure that liaison is complete between physicians and patients. Transportation to and from appointments may be provided. Costs for medications are based on the patient's ability to pay.

Mount Carmel also offers a foot care clinic on certain days of the week. Details on the clinic's Dental Program can be found on page 115. For more information on these services and others contact:

Mount Carmel Clinic
886 Main Street
Winnipeg, R2W 5L4
Phone: **582-2311**

Health Action Centre

Health Action Centre is a satellite community health centre of the Health Sciences Centre. The Centre provides comprehensive medical and social services, which includes a medical clinic, dietary counselling, foot care, a congregate meal program for older adults, home visits and social support according to individual needs. A Health Services for the Elderly Program is also available to older adults referred for clinical and therapy services.

Health Action Centre is located in the inner city area and aims to provide services to residents of the area. For information and further details, contact:

Health Action Centre
425 Elgin Avenue
Winnipeg, R3A 1P2
Phone: **947-1626**

Nor'West Co-op Health and Social Services Centre Inc.

The Centre offers medical services, provided by a General Practitioner and a B.N. Primary Care Nurse, as well as immunization, blood pressure checks, fitness assessments, diet and nutrition counselling, exercise programs and foot care. Although Nor'West is family oriented in its focus, many of our services are beneficial to seniors. Two of our staff speak Polish.

For information and appointments contact:

Nor'West Co-op Health Centre
103-61 Tyndal Avenue
Winnipeg, R2X 2T4
Phone: **633-5955**

HEALTH AND WELLNESS SERVICES

Lions Place for Health — Lions Place

Lions Club of Winnipeg is pleased to announce the development of a multi-disciplinary wellness centre for people 55 and older. Lions Place for Health challenges the traditional medical model by focussing on a health prevention and promotion model.

The objectives of Lions Place are to promote and maintain health, to prevent illness, and to postpone disabilities. The centre views health not simply as the absence of disease, but as a sense of physical, mental, social and spiritual well-being. The

Physiotherapy session at Health Action Centre.

goal of the centre is to provide accessible health care services in a sensitive and dignified manner to members of the community 55 years and older.

Lions Place for Health
Lions Place
610 Portage Avenue
Winnipeg, R3C 0G5
Phone: **784-1210**

COMMUNITY AND INSTITUTIONAL CARE

Continuing Care-Home Care

When you are no longer able to manage some essential tasks at home, or when you are concerned with your health and there is no one in your immediate situation who can help you, that is the time to inquire about Home Care. The Office of Continuing Care feels that the best place to maintain health is at home, and aims to help you to stay there as long as possible. The Continuing Care Program provides a range of services including homemaking, personal care, therapy, nursing, health counselling, and volunteer services without charge where need exists. Anyone (including family or friends) can make the request for a Home Care assessment.

Home Care also offers a variety of services to support family members who are providing care at home. See page 124 in the section Resources for Caregivers.

Home Care is delivered primarily through the Regional offices of the Department of Health and Family Services (see list of regional offices p. 108) or through the local Health Centre in communities where there is one, or call Citizens' Inquiry Service: **945-3744** or Toll Free: **1-800-282-8060.**

Commercial Home Care Services are listed in the Yellow Pages of the Telephone Directory under "Nurses."

Manitoba Health and Family Services Regional Offices

Winnipeg Region:
District Offices

189 Evanson Street
(Central Winnipeg)
Phone: **945-8333**

2-2015 Portage Avenue
(St. James Assiniboia)
Phone: **945-8922**

233 Provencher
(St. Boniface, St. Vital
Ft. Garry)
Phone: **945-8966**

1400 Henderson Hwy.
(East Kildonan, North
Kildonan)
Phone: **945-8558**

108 Bond Street
(Transcona, Elmwood)
Phone: **945-8944**

1021 Court Ave.
(West Kildonan)
Phone: **945-8333**

Bldg. 15-139 Tuxedo
(River Heights, Tuxedo, Charleswood)
Phone: **945-1301**

Central Region:
25 Tupper Street N.
Portage la Prairie, MB
R1N 3K1
Phone: **857-9711**

Eastman Region:
20-1st Street
Beausejour, MB
R0E 0C0
Phone: **268-1411**

Interlake Region:
202-446 Main Street
Selkirk, MB R1A 1V7
Phone: **482-4511**

Norman Region:
3rd and Ross Avenue
Box 2550
The Pas, MB R9A 1M4
Phone: **623-6411**

Parklands Region:
15-1st Avenue S.W.
Dauphin, MB R7N 1R9
Phone: **638-7024**

Thompson Region:
871 Thompson Drive
Thompson, MB R8N 0C8
Phone: **778-7371**

Westman Region:
340-9th Street
Brandon, MB R7A 6C2
Phone: **726-6291**

Continuing Care Personal Care Home Placement

Personal care home placement is considered when a person's needs can no longer be met at home. The need for care in a personal care home is determined by an assessment panel. Panels are held in the area in which the applicant resides.

In addition to meeting the criteria for care, the provincial residency criteria must also be met. This is either an aggregate of 30 years during the applicant's lifetime or 24 consecutive months prior to placement.

The benefits under the insured personal care home program include: Accommodation at the standard ward level; meals including special and therapeutic diets; necessary nursing services; routine medical and surgical supplies; prescribed drugs; physiotherapy and occupational therapy approved by the Commission; routine laundry and linen; and other goods and services approved by the Commission.

Residents of personal care homes are required to pay a daily residential charge. In some personal care homes an extra charge may be made for preferred accommodation if the applicant requests such accommodation.

Manitoba Health Continuing Care staff will assist you if care in a personal care home is indicated. Although there is usually a waiting time for entrance or admission, Home Care staff will work with you and your family to help with any problems this may cause.

For more information, contact your local Regional office of Manitoba Health and Family Services listed on p. 108.

Residential Care

When an individual's care and supervision needs can no longer be met in their own home, placement in a licensed residential care facility is often a viable option.

Residential Care is not an alternative to Personal Care Home Placement, but is designed to provide some care and supervision to those who do not require the heavier care available in a Personal Care Home.

Services and supports provided in the residential care

facility include meals, including special diets, administration of medications, hands on assistance with grooming, dressing and bathing. Facility staff will also assist with making routine medical and dental appointments and coordinating leisure time activities both within the facility and in the community.

The Province of Manitoba provides no subsidies for placements and residents are obliged to pay the cost as determined by the private care provider.

Placements are generally self referred or referred by a hospital's Social Service Department.

Persons interested in placement in a licensed residential care facility should contact their local Regional Office of Health and Family Services, or contact Residential Care Licensing at **945-3583.**

Palliative Care Service — St. Boniface Hospital

The service is intended to create an environment in which the terminally ill patient can live and die in comfort and dignity. The Home Care Program encourages the patient to spend the majority of time at home, always knowing that if symptoms become intolerable or if personal care becomes too demanding, admission will be available without difficulty. Limited resources have forced restriction of service to patients treated at St. Boniface General Hospital earlier in their terminal illness.

NURSING AND THERAPY SERVICES

Manitoba Public Health Nursing Services

Throughout Manitoba, Public Health Nursing Services are available to all individuals and families in all age groups including the elderly. Public Health Nurses visit in the home to discuss health concerns, assess health needs and assist individuals/families to obtain information and necessary services to attain and/or maintain their health at an optimum level. Individuals may request service, or family members may request service on behalf of any elderly family member, by contacting the local or Regional Office of Manitoba Health and

Family Services or call Citizens' Inquiry Service (945-3744 or Toll Free 1-800-282-8060) for referral to the Public Health Nurse in your area.

City of Winnipeg Public Health Nursing Services

Community-based public health nursing services are available to all residents of the Inner City of Winnipeg. Nurses are assigned to each neighbourhood or community and provide service in homes, schools, daycares, elderly person's housing complexes, churches and community clubs. Nursing services focus on preventing health problems from occurring, promoting health, and providing information on health concerns. Service can be requested by calling the nearest Nursing Branch Office.

For more details contact:

North Branch Office
601 Aikens Street
Winnipeg, R2W 4J5
Phone: **986-4538**

South Branch Office
385 River Avenue
Winnipeg, R3L 0C4
Phone: **986-3421**

East Branch Office
490 Hargrave Street
Winnipeg, R3A 0X7
Phone: **986-2105**

West Branch Office
490 Hargrave Street
Winnipeg, R3A 0X7
Phone: **986-2506**

Victorian Order of Nurses (VON)

Within the City of Winnipeg, professional nursing care is provided in your home; visit frequency according to need.

Victorian Order of Nurses
311-167 Lombard Avenue
Winnipeg, R3B 0T6
Phone: **957-0650** (8:30 a.m. - 5:00 p.m.)

Community Therapy Services of Manitoba

The agency assists persons to live as independently as possible in their homes.

The agency provides physiotherapy and occupational therapy services to persons in their homes, in long term care

facilities, and in rural hospitals. Services are provided in most regions of the province. Persons may access services by contacting the agency directly or through referral by their family physician.

For program information contact:

Community Therapy Services Inc.
5th Floor, 35 King Street
Winnipeg, R3B 1H4
Phone: **949-0533**

Westman Region Office
1351-13th Street
Brandon, Manitoba
R7A 4S6
Phone: **726-1067**

MEDICAL EQUIPMENT AND SUPPLIES

Home Care Equipment Program

Certain types of medical equipment are available without charge to facilitate the care and independent living of Manitoba residents in their own homes through a provincially funded Home Care Equipment Program.

Equipment includes certain types of bathing and toilet aids, mobility aids such as canes, crutches, walkers and wheelchairs. Equipment available under the program is provided without charge under the authorization of a physician or other medical health professional.

For further information, contact your local Health and Family Services Regional Office (addresses and phone numbers p. 108) or by phoning Citizens' Inquiry Service at:

945-3744
Toll Free: **1-800-282-8060**

Upon medical approval, equipment is available as follows:

Bathroom and toilet aids, walkers:
Manitoba Health
Home Care Equipment Branch
1500 Regent Avenue W.
Winnipeg, Manitoba
R2C 3A8
Phone: **945-8603**

Wheelchairs, canes and crutches — Long Term (More than 90 days):
Society for Manitobans with Disabilities
55 Myrtle Street
Winnipeg, Manitoba
R3E 2R3
Phone: **786-5601**
Toll Free: **1-800-282-8041**

Wheelchairs — Short Term (Under 90 days) Sick Room Equipment Loan Service (S.E.L.S.):
Red Cross Society
Community Services
226 Osborne Street N.
Winnipeg, R3C 1V4
Phone: **772-2551**

In Morden contact:
Morden Services For Seniors
Box 2263
Morden, Manitoba
R0J 1J0
Phone: **822-5663**

To purchase medical equipment and supplies, please see the commercial suppliers listed in the Yellow Pages of the Telephone Directory under Medical Supplies

MEDICAL EMERGENCY ALERT SYSTEMS

Medic Alert

Medic Alert is an internationally recognized emergency medical information system that communicates your special medical needs quickly and accurately to medical professionals in emergencies. Medic Alert bracelets and necklets (MEDIC ALERT IDENT) are engraved with your primary medical conditions, I.D. number and Medic Alert's 24 hour hotline number that gives computerized medical data to medical personnel treating you.

Applications for Medic Alert Ident are available from:

Canadian Medic Alert
293 Eglinton Avenue, E.
Toronto, Ontario
M4P 2Z8
Phone: **(416) 481-5175** Toll Free: **1-800-668-1507**

K-Vial of Life

The K-Vial of Life is a way of giving emergency helpers information about your medical condition should you become unconscious. The vial or plastic bottle is fastened with an elastic band to the underside of your refrigerator shelf. Inside the vial is a simple form with information about you, your medical condition, your next of kin, your doctor and hospital. A sticker is put on the refrigerator door to show that there is a K-Vial inside.

The K-Vials are supplied as a public service by the Kiwanis Club of South Winnipeg and are distributed free of charge by us and the Winnipeg Ambulance plus several towns and villages in Manitoba. A donation would be welcome.

For additional information please contact us at the following address:

Kiwanis Club of South Winnipeg
K-Vial
P.O. Box 485
St. Vital P.O. Winnipeg, R2M 5C8

Personal Emergency Response Systems

See listing on page 87 in the section on Services and Supports for Independent Living.

DENTAL SERVICES

Several institutions in Winnipeg provide subsidized dental services.

The University of Manitoba Dental College operates a clinic for teaching purposes. It is best to phone first to see if your needs can be met, as the availability of services changes throughout the year. Modest fees are charged for dental services provided.

Mount Carmel Clinic provides top-quality dental care to those living on modest budgets, seniors included. The Clinic performs basic dental procedures such as fillings, cleanings, x-rays, extractions and partial dentures. The clinic is run on a non-profit basis; however, whenever possible, a modest fee is charged to cover the cost of materials.

For information and appointments please phone or write the following offices:

University of Manitoba Faculty of Dentistry
777 McDermot Avenue
Winnipeg, R3E 0T6
Phone: **788-6505**

Mount Carmel Clinic
886 Main Street
Winnipeg, R2W 5L4
Phone: **582-2311**

Home Care Dental Program

This outreach program was established in 1985 by the Faculty of Dentistry to provide dental care to patients who find it difficult or impossible to visit a regular clinic. Using the dental mobile van, faculty dentists and hygienists make calls in personal care homes, senior citizens' residences, hospitals and

private homes. A wide range of dental services are provided. Senior dental and dental hygiene students are sometimes present to observe the care of patients.

Dental charges are based on the Manitoba Dental Association fee guide. Examinations and written estimates for treatment are provided free of charge before treatment is begun. To arrange a dental visit or for more information, contact the Faculty of Dentistry, **778-6332.**

FOOT CARE

The technical name for a "Foot Doctor" is a chiropodist. These specialists deal with a wide variety of foot problems from in-grown toenails to imbalance of the feet.

Their services are not covered by Manitoba Health Services but Blue Cross does have some coverage under their Extended Health Benefit Plan.

Consult your doctor, health clinic, public health nurse or make an appointment with a chiropodist directly.

Foot Care Program

One of the most common difficulties people experience as they grow older involves taking proper care of their feet. Arthritis, failing eyesight, and a variety of other health problems often make it impossible for people to keep their feet in proper shape resulting in pain, possible infection and difficulty in walking.

To address the problem of inadequate foot care among elderly people, a preventative health care program was established in 1984. This no-cost service consists of a nursing team serving nineteen (19) community locations in Winnipeg. The Foot Care Program is directed and based out of the Community Health Centre, Nor'West Co-op, 103-61 Tyndall Avenue.

The Foot Care Program performs two main functions: It provides foot care by experienced nurses for people who are unable to take proper care of their feet, and it attempts to reduce further foot problems by providing information on foot care health and proper foot wear.

The Program does not provide service for those who have extended health insurance; such as Blue Cross or D.V.A. To prevent unnecessary duplication, the program does not provide service if the client has a V.O.N. (Victorian Order Nurse) or Continuing Care Nurse. The waiting period for the service varies at each location. For more information and to determine eligibility for the Foot Care Program, please contact:

Nor'West Co-op Health Centre
101-61 Tyndal Avenue
Winnipeg, R2X 2T4
Phone: **633-5955**

HEALTH AND CHRONIC DISEASE INFORMATION RESOURCES

The Medication Information Line For the Elderly (M.I.L.E.)

Drug consumption among elderly people has increased considerably in the last twenty years. Although this increased drug consumption has helped many people live full and active lives, in some cases, the benefits of medication have been reduced substantially because people are not taking the drugs prescribed to them properly.

To address this common problem, the Faculty of Pharmacy at the University of Manitoba has designed "The Medication Information Line for the Elderly," to supplement the information offered by their own pharmacists and physicians. Questions pertaining to drugs and proper drug use practices can now be made over the phone to a pharmacist consultant Monday to Friday mornings. People calling at other times will be asked to call back or leave a message on a telephone recording service and their inquiries will be answered as soon as possible. If you have any questions or concerns about the medication that you, or somebody close to you is taking, contact:

The Medication Information Line For the Elderly
Faculty of Pharmacy
University of Manitoba
Phone: **261-3111**
Toll Free for rural Manitoba
1-800-432-1960 extension 6493

Healthline

Healthline is a telephone-taped message service providing callers with free (in Winnipeg) access to a library of taped messages on numerous health subjects. Listed in the White Pages of the Winnipeg Telephone Book (the last page before the government listings) callers simply dial the Healthline number **(334-4347)** and request the tape they wish to hear.

The organizations listed below are excellent sources of information regarding chronic diseases. Most provide a variety of services to meet the special needs of persons suffering from the disease.

Canadian Cancer Society (Manitoba Division)

The Canadian Cancer Society (Manitoba Division) raises funds for cancer research and promotes public education into the causes, symptoms and control of cancer. It attempts to meet the special needs of cancer patients through its program of volunteer support services. Transportation to and from treatment centres is provided for needy patients; boarding home care is available to those who live out of town; and visitation services are set up to provide emotional support and to discuss patient and family concerns.

In Winnipeg:
Canadian Cancer Society
193 Sherbrook Street
Winnipeg, R3C 2B7
Phone: **744-7483**

In Brandon:
Canadian Cancer Society
42 McTavish Avenue
Brandon, R7A 2B2
Phone: **727-7577**

In Thompson:
Canadian Cancer Society
City Centre Mall
300 Mystery Lake Rd.
Thompson, R8N 0M2
Phone: **677-5927**

In Swan River:
Canadian Cancer Society
Box 2128
Swan River, R0L 1Z0
Phone: **734-9260**

In Dauphin:
Canadian Cancer Society
Box 873
Dauphin, R7N 3J5
Phone: **638-8041**

Canadian Diabetes Association

The Canadian Diabetes Association's mission statement is "To improve the quality of life of Canadians affected by diabetes by being the leading force in research, service, and advocacy and education."

There are branches throughout the province. The Winnipeg Branch hold monthly afternoon meetings providing educational and support services and social opportunities for seniors living with diabetes, their families and friends. For information and meeting times, contact the address below.

A resource library containing books, articles, video and cassette tapes is open to the public. Many educational pamphlets are available free, or at a minimal cost.

A Diabetes Product Centre is operated out of the main office from 9:00 a.m. - 4:00 p.m. Monday to Friday. The Centre sells a variety of blood letting devices, blood glucose meters, blood and urine testing strips, batteries and cookbooks. Association members may drop in, phone or mail orders.

For more information contact:

Canadian Diabetes Association
2nd Floor — 283 Portage Avenue
Winnipeg, R3B 2B5
Phone: **943-7529**
Toll Free: **1-800-782-0715**

Winnipeg Ostomy Association

The aim of this association is to provide rehabilitation services to ostomy patients (persons who have new surgical openings for body elimination functions). Since there is a lack of public awareness, the association promotes public education in this matter. It is dedicated to helping patients return to normal living through mutual aid, moral support and exchange of ideas.

A special senior citizens group operates through the Winnipeg Ostomy Association and organizes social and recreational activities.

For more information on services and membership contact:

Winnipeg Ostomy Association
St. Boniface Hospital
409 Tache Avenue
Winnipeg, R2M 2A6
Phone: **237-2566**

Heart and Stroke Foundation of Manitoba

The Foundation has a wide variety of educational materials, both print and audio-visual, geared to the general public. In some cases, there may be a small fee. Speakers are also available.

Funds raised in Manitoba stay here and are used for education and research to prevent premature death due to cardiovascular diseases.

In Winnipeg:
301-352 Donald Street
Winnipeg, R3B 2H8
Phone: **942-0195**

In Brandon:
Box 33
203-42 McTavish Ave.
Brandon, R7A 5Y6
Phone: **727-6971**

Societe Alzheimer Society

Seniors are invited to inquire about information kits, library books and audio-visual materials on Alzheimers's disease, as well as, upcoming workshops and speakers for community groups. Family support groups meet regularly to help family

members and friends of alzheimer sufferers. For more information or to volunteer for a challenging and interesting job, please call us today.

The Alzheimer Society of Manitoba
205 Edmonton Street
Winnipeg, R3C 1R4
Phone: **943-6622**

The Arthritis Society

The Arthritis Society raises funds for arthritis research; counsels, educates and informs through literature distribution, presentation on management of arthritis, use of films and videos. Self-help groups throughout the province provide needed educational and social programs to those with arthritis.

The Arthritis Society
Ste. 105-386 Broadway Ave.
Winnipeg, R3C 3R6
Phone: **942-4892**

The Manitoba Chronic Pain Association

The Manitoba Chronic Pain Association is a self help group of pain sufferers, their families and other interested persons who meet month with the hope of giving advice and assistance to other chronic pain sufferers. Knowledgeable speakers often attend meetings and techniques helpful in the treatment of chronic pain are discussed and demonstrated. For more information, please write or phone:

The Manitoba Chronic Pain Association
P.O. Box 384
905 Corydon Ave.
Winnipeg, R3M 2V3
Phone: **661-0030**

The Manitoba Lung Association

The aim of the Lung Association is to promote respiratory health through community health programs and the distribution of health education materials and films on request. Serv-

ices offered include smoking cessation programs and support groups for adults with breathing problems and chronic lung disease. The Manitoba Lung Association also raises funds for respiratory research in Manitoba. For further information, please phone or write:

In Winnipeg: Manitoba Lung Association
629 McDermot Avenue
Winnipeg, R3A 1P6
Phone: **774-5501**

In Brandon: Manitoba Lung Association
42 McTavish Avenue, E.
Brandon, R7A 3B2
Phone: **725-4230**

Huntington's Disease Resource Centre

The Manitoba Huntington's Disease Resource Centre responds to the needs of individuals with Huntington's disease, their families, and the professionals involved in their care. The Centre is staffed by a social worker who provides up-to-date information about Huntington's disease, self-help groups for family members, short-term counselling and referral to appropriate community resources. A program of inservice education for professionals is also available. For more information, please write or telephone:

Huntington's Disease Resource Centre
825 Sherbrook Street
Winnipeg, R3A 1M5
Phone: **772-4617**

Osteoporosis Society of Canada

The Osteoporosis Society of Canada provides educational information to health care professionals and the general public. Brochures and other materials (video tapes) are available on a rental basis. The Osteoporosis Society raises funds for research; another goal is to establish Branches and Chapters throughout Canada to assist those with Osteoporosis at a community level. Group lectures are also held through the

Manitoba Chapter; such topics as Osteoporosis and nutrition are discussed. There is an education committee and a speaker's bureau all built on a volunteer basis.

Contact:

Manitoba Chapter:
Osteoporosis Society of Canada
P.O. Box 2099
Winnipeg, Manitoba
R3C 3R4
Phone: **488-8082**
c/o Dixon's Pharmacy

National Office
Suite 502
76 St. Clair Ave. W.
Toronto, Ontario
M4V 1N2

Multiple Sclerosis Society of Canada Manitoba Division and Winnipeg Chapter

The Multiple Sclerosis Society provides information and services, such as referrals, support groups and recreational activities, for persons with MS and their families. It supports research into the cause and cure of MS and promotes awareness and understanding among health care professionals and the public through literature distribution, workshops, speakers and responding to inquiries.

For further information and/or assistance, please contact:

Multiple Sclerosis Society
825 Sherbrook Street, 2nd Floor
Winnipeg, R3A 1M5 Phone: **783-8585**

Additional organizations which assist individuals suffering from chronic diseases are listed in your Telephone Directory.

Seniors' Day at the Manitoba Legislative Buildings.
(Photo courtesy of Manitoba Seniors Directorate)

RESOURCES FOR CAREGIVERS

Most of the assistance and care that frail or disabled elderly persons need is provided, not by nurses or other health care workers, but by family members. Caring for an elderly relative can be a difficult and demanding job, sometimes gratifying, at other times bewildering or frustrating. If you are providing care for a member of your family, consider using the resources listed in this chapter for assistance.

"Keys to Elder Health Care in Manitoba," is a handbook for family caregivers published by the Department of Social Work at St. Boniface Hospital. This booklet helps family caregivers understand their feelings about giving care, explains the health care system in Manitoba and gives suggestions about seeking help from other family members and from health care professionals. The booklet is available for $5.50 from the Manitoba Association on Gerontology, Box 1833, Winnipeg R3C 3R1.

RESPITE SERVICES

Continuing Care — Home Care

There are a variety of ways by which Home Care supports family members who are providing care to someone who cannot be left alone for any length of time. Family Relief provides care for short periods during the week to give family members time to shop, attend doctor's appointments or get needed rest. Respite Care provides care for a weekend or longer, during family vacations for example. Respite Care may be provided at home or through a temporary placement in a personal care home or other facility. Seniors may also attend Adult Day Programs or have Friendly Visitors to enrich their social lives and give family members a break.

Adult Day Programs (Adult Day Care) exist in all Regions of the Province, although not all communities may have a program. An individual is referred to an Adult Day Program as part of their plan for care in the community by Continuing Care

Case Coordinator. These programs provide an opportunity for socialization and recreation in a supporting environment. Supports necessary to participate are provided by the sponsor and include transportation and assistance with ambulation and toileting. A small user fee is charged.

Respite Care in Personal Care Home Program — provides for planned, short term, one time, or intermittent admission to Personal Care Home, in order to provide a period of relief or respite for the caregiver. Individuals are assessed and referred by the Continuing Care Case Coordinator. Individuals must require the 24 hour care and supervision available in a Personal Care Home. The daily residential charge applicable to permanent residents is also paid by the respite care user.

For more information, contact Home Care through the Health and Family Services Regional Office listed on page 108.

For information on support services for frail and disabled elderly persons, see the chapter on Services and Supports for Independent Living, beginning on page 82. For information on health services, see Health Care Services beginning on page 101.

Rupert's Land Respite Care

Rupert's Land Respite Care can provide short-term respite for care-givers of frail relatives (parents or spouse). Trained volunteers become a companion for the older person while allowing the care-giver a morning, afternoon or evening to continue their own activities. This can be on a regular or occasional basis. A small contribution is requested to help meet volunteer travel and program expenses.

An eight week support group for family care-givers is arranged twice a year. For more information on this and other services, contact:

Rupert's Land Respite Care
168 Wilton Street
Winnipeg, R3M 3C3
Phone: **475-4031**

SUPPORT GROUPS FOR THOSE CARING FOR ELDERLY RELATIVES

South Winnipeg Family Information Centre

This ongoing support group meets every three weeks to share information and discuss both practical and emotional problems that arise in caring for parents and other elderly relatives.

The group provides valuable support for adult children stressed by being the caregiver who has to find and access services for their parent, and also having to fill all the gaps that the services do not cover. In addition, many members also have their own families who need their attention:

For more information, please contact:

South Winnipeg Family Information Centre
10-151 St. George Road
Winnipeg, R2M 3J2
Phone: **253-9250**

River Heights Family Life Education Centre

The River Heights Family Life Education Centre provides educational and prevention programs to support and strengthen family relationships. They also offer programs that deal with all phases of family life, including pre-marriage, marriage enrichment, parenting, grandparenting, play programs, support for those caring for elderly relatives, and personal growth.

The River Heights Family Life Education Centre maintains a resource library and acts as a referral agent.

For further information contact:

The River Heights Family Life Education Centre
621 Oxford Street
Winnipeg, R3M 3J3
Phone: **488-7039**

Support groups for family caregivers are also offered by the following agencies:

Age and Opportunity
Phone: **947-1276**

Huntington's Disease Resource Centre
Phone: **772-4617**

Societe Alzheimer Society
Phone: **943-6622**

FIRST AID TRAINING

St. John Ambulance Association

The first aid courses offered by this association are extremely valuable to people of any age. These include emergency first aid, health care in the home, and promotion of good mental and physical health through health education. A.C.P.R. (heart massage) course is also available, but seniors must check with their doctors before registering, as it is very strenuous.

For further information on this and other St. John Ambulance course, contact the St. John Ambulance representative in your community or the St. John Ambulance Provincial Headquarters.

St. John Ambulance Association
535 Doreen Street
Winnipeg, R3G 3H5
Phone: **774-1851** (call collect)

The Canadian Red Cross Society

Courses in Water Safety, First Aid and C.P.R. are offered, as well as Blood Pressure Clinics. For more information, please contact:

Canadian Red Cross Society
Community Services
226 Osborne Street North
Winnipeg, R3C 1V4
Phone: **772-2551**

COUNSELLING AND EMERGENCY SERVICES

PERSONAL AND FAMILY COUNSELLING

Age and Opportunity Counselling Services

Professional social work counselling services are available to assist you with concerns regarding bereavement, depression, marital and family matters, adjustment to retirement, illness and other personal issues that may cause unhappiness, confusion, or indecision. For more information on this free service, in Winnipeg call a counselor at the Age and Opportunity at **947-1276.**

Interfaith Pastoral Institute

The counselling program of the Institute offers individual, family, group, bereavement, marriage, separation and divorce counselling services, with a "spiritual" component. There are fees for this service according to your ability to pay.

Interfaith Pastoral Institute
Rm 2, B11-515 Portage Avenue
Winnipeg, R3B 2E9
Phone: **786-9251**

Family Services of Winnipeg Inc.

Counselling is one of several programs sponsored by Family Services to serve the community of Winnipeg. General counselling is provided to anyone in the form of individual, family and group counselling. There is an increasing awareness of "older family" situations, and a desire to offer assistance either directly, or through referral to more appropriate counselling agencies. The fee schedule is based on your ability to pay.

For information, or an appointment call: **947-1401** and ask for the Counselling Intake Worker.

Family Services of Winnipeg Inc.
4th Floor — 287 Broadway Avenue
Winnipeg, R3C 0R9
Phone: **947-1401**

Jewish Child and Family Service

In addition to a range of family and children's services, our Aging Program helps Jewish Seniors throughout Manitoba to maintain themselves with some degree of independence in familiar surrounding for as long as possible. Working closely with their family we can provide the older person with counselling, daily phone checks, friendly visits by a volunteer, help with grocery shopping, and information and referral. In addition the caseworker will monitor the situation and at such time when the elderly person can no longer live alone, will facilitate the arrangement of alternate accommodation.

Jewish Child and Family Service
2055 McPhillips Avenue
Winnipeg, R2V 3C6
Phone: **338-0358**
Emergencies (after hours): **339-4262**

ELDER ABUSE

Elder Abuse Resource Centre

The Elder Abuse Resource Centre is a special project of Age & Opportunity designed to respond to situations of suspected abuse of older persons. The Resource Centre will provide information, education, and referrals, as well as direct services to families. Abuse may be physical, emotional, financial, or through neglect by a family member, a friend, or neighbour, or other persons. For information please contact:

Elder Abuse Resource Centre
309-323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **942-6235**

Wife Abuse Shelters

Wife abuse shelters and safe houses located throughout Manitoba provide short term emergency shelter for women of all ages who are abused, or in danger of abuse by husbands or partners. To obtain information or shelter, call:

Winnipeg:
Osborne House
942-3052
Ikwe-Widdjiitiwin
772-0303

Central Region:
South Central Committee on Family Violence
(Winkler) — **325-9957**
Toll Free: (100 miles)
325-9956

Portage Women's Shelter
239-5232

Norman Region:
Flin Flon/Creighton Crisis Centre — **687-8255**

Aurora House (The Pas)
623-5497
Toll Free: **1-800-442-0423**

Snow Lake Centre on Family Violence
358-7141

Westman Region:
Westman Women's Shelter
(Brandon) — **727-3644**
Toll Free:
1-800-862-2727

Eastman Region:
Agape House
(Steinbach) — **326-6062**
Toll Free (100 miles)
326-3431

Interlake Region:
Nova House
(Selkirk) — **482-1200**
Toll Free (Interlake)
482-7100

Evergreen Spouse Abuse Committee — **482-7100**

Lundar/Ericsdale/Ashern Wife Abuse Committee
768-3016

Thompson Region:
Thompson Crisis Centre
778-7273
Toll Free: **1-800-442-0613**

Parklands Region:
Parklands Crisis Centre
(Dauphin) — **638-9777**

For further information call:

Toll Free Province Wide
Crisis Line: **1-800-362-3344**
Local Winnipeg Crisis Line: **942-3052**

ALCOHOL AND DRUG PROGRAMS

The Alcoholism Foundation of Manitoba

The Alcoholism Foundation is involved, throughout Manitoba in educating communities on the prevention, intervention and treatment of chemical dependency. A four session education program called Drug Use and the Aging process is especially designed to help well elderly persons participate responsibly in their own health care and thus lessen the risks involved in using alcohol, prescription medicines, and over-the-counter drugs. This program is available for use by community groups. In addition, A.F.M. staff are available to assist in designing prevention programs within the community. People dependent on alcohol and other drugs can receive help at rehabilitation programs which include family and individual counselling on an out patient or residential basis or through the volunteer peer support program. The objective of all A.F.M. programs is to enable people to cope more effectively with complex living problems and to emphasize healthier lifestyles.

Head Office and Prevention Education:
Alcoholism Foundation of Manitoba
1031 Portage Avenue
Winnipeg, R3G 0R8
Phone: **944-6200**

Rehabilitation Facilities: Phone: **944-6200** in Winnipeg or elsewhere in Manitoba call Citizens' Inquiry Service, Toll Free for referral to your nearest Regional Office: **1-800-282-8060.**

Elders Health Program

The Elders Health Program provides chemical dependency treatment services for seniors. The Program also provides training for professionals who work with seniors in identification, intervention, and treatment of chemical dependency.

The Elders Health Program is managed by the Department of Geriatric Medicine, St. Boniface General Hospital and funded by the Manitoba Health Development Fund.

Elders Health Program
403-400 Tache Avenue
Winnipeg, R2H 3C3
Phone: **235-3240**

Alcoholics Anonymous (AA) — Al Anon

The focus of these organizations is to rehabilitate through mutual help. Through helping and listening to others you may also help yourself.

Friends and family of alcoholics are often under considerable strain and in need of encouragement. Al-Anon has been developed specifically to provide that kind of mutual support. Both A.A. and Al-Anon groups exist in all areas of the province. Doctors, clergy and police can be contacted for more information about them.

Central Offices:
Alcoholics Anonymous
505-365 Hargrave Street
Winnipeg, R3B 2K3
Phone: **942-0216**

Al-Anon
304-310 Donald Street
Winnipeg, R3B 2H4
Phone: **943-6051**

Chemical Withdrawal Unit

In Winnipeg, the Health Sciences Centre operates a medical detoxification centre. Following completion of the withdrawal phase, the client is advised to attend one of the addiction rehabilitation programs offered in the community.

For further information, contact:

Health Sciences Centre
Chemical Withdrawal Unit
75 Emily Street
Winnipeg, R3E 1Y9
Phone: **787-3855**

EMERGENCY ASSISTANCE

Agape Table

Agape Table provides a hot meal and a meeting place for those in need. Some emergency counselling and referral. Open Monday to Friday mornings, 9:30-11:30 a.m. For more information, phone: **786-2370.**

Salvation Army

The Salvation Army provides emergency assistance and care to help individuals cope with their problems. Rehabilitative programs and counselling services are offered.

Harbour Light Centre
324 Logan Avenue
Winnipeg, R3A 0L5
Phone: **943-LOVE**

Services to Women
Baldwin House
860 Preston Avenue
Winnipeg, R3G 1Y6
Phone: **786-8784**

New Hope Lodge
205 Arlington Street
Winnipeg, R3G 1Y6
Phone: **786-8784**

Booth Centre
180 Henry Avenue
Winnipeg, R3B 0J8
Phone: **946-9402**
Men's Social Services

Red Cross Society

The Red Cross provides emergency food, clothing and shelter in case of disaster, such as house fires. The Society also provides help in tracing and reuniting family members in Canada and abroad. For other information about Red Cross Services see pages 113 and 127 or contact one of the offices listed below.

Westman Region:
Canadian Red Cross Society
638 Princess Avenue
Brandon, MB R7A 0P3
Phone: **727-8685**

Parkland Region:
Canadian Red Cross Society
126 Main Street, North
Dauphin, MB R7N 1C2
Phone: **638-9207**

Eastman/Interlake Region:
Canadian Red Cross Society
Box 669
Beausejour, MB R0E 0C0
Phone: **268-3352**

Central Region:
Canadian Red Cross Society
Box 188
Portage la Prairie, MB R1N 3B5
Phone: **239-1050**

Winnipeg Region:
Canadian Red Cross Society
226 Osborne Street, North
Winnipeg, MB R3C 1V4
Phone: **772-2551**

Norman Region:
Canadian Red Cross Society
226 Osborne Street, North
Winnipeg, MB R3C 1V4
Phone: **772-2552, Extension 273**

COPING WITH DEATH

WHAT TO DO WHEN SOMEONE DIES

When someone dies at home from natural causes, a doctor must be called to confirm that death has occurred. After the death has been confirmed by a physician, the funeral director may be called to remove the body to the funeral home. Acting on the instructions of the next of kin, or someone representing the next of kin, the funeral director will make all arrangements for the funeral and the burial or cremation. Funeral Directors are listed in the Yellow Pages of the Telephone Directory.

When death is unexpected and the cause of death is not known, or when death is the result of accident, suicide or homicide, it is necessary to call the police. Under these circumstances, an investigation is conducted by the Office of the Chief Medical Examiner. The body is not moved until this investigation is completed.

For information regarding the responsibilities of the Chief Medical Examiner, Autopsies and Inquests, contact:

Office of the Chief Medical Examiner
120-770 Bannatyne Avenue
Winnipeg, R3E 0W3
Phone: **945-2088**
Outside Winnipeg: **1-800-282-8069**

A guidebook on funerals, legal requirements in settling an estate, death benefits, and financial matters related to the death of a family member is available as follows:

"The Practical Guide for Widows"
The Widow's Consultation Centre
Winnipeg YM/YWCA
100-290 Vaughan Street
Winnipeg, R3B 2N8
Phone: **943-0381**
Price: $5.00 By mail: $6.00

Death Certificate

In most situations, funeral directors look after arrangements regarding the registration of death. If the death occurred in Manitoba and you require copies of the death certificate for insurance, pension, or banking purposes, they can be obtained by supplying the decedent's name, date and place of death with your remittance of $15.00, payable to the Minister of Finance, and applying to the following location:

Manitoba Family Services
Vital Statistics Branch
254 Portage Avenue
Winnipeg, R3C 0B6
Phone: **945-3701**

Legal and Financial Issues

There are usually a number of legal and financial matters to be attended to following a death. If the deceased left a large or complex estate it will be necessary to obtain the services of a lawyer to take care of these matters and settle the estate.

In many cases however, it is possible for a member of the family or a friend to attend to such matters as changing the registration of a car, closing a bank account, applying for death benefits and filing a tax return. It is always advisable to obtain legal advice in order to determine what you can do, and what needs to be done by a lawyer. Often a brief consultation with a lawyer will provide the information you will need.

To obtain legal advice, please refer to the legal services listed on page 142. A complete listing of practising lawyers is printed in the Yellow Pages of the Telephone Directory. The Practical Guide for Widows, listed above, contains a full description of the process of settling an estate.

BEREAVEMENT COUNSELLING

Grief is a natural process following the death of a loved one. For many, it is a long, painful and bewildering experience. Grief counselling may offer a valuable source of support in

coping with death. The following agencies provide bereavement counselling and/or support groups:

Winnipeg:
Age & Opportunity
Phone: **947-1276** (see page 128)

Interfaith Pastoral Institute
Phone: **786-9251** (see page 128)

The YM-YWCA Widows' Consultation Centre
Phone: **943-0381** (see page 135)

This centre offers individual counselling, bereavement services and workshops. Workshops are directed to persons under 60 years of age; other services, to widows of all ages.

Outside Winnipeg:
Rural Bereavement Support Program

This program serves the Municipality of Springfield. Services include individual and group counselling. A resource library makes books and video material on bereavement available to groups and individuals. For more information contact:

Rural Bereavement Support Program
Box 400
Oakbank, Manitoba
R0E 1J0
Phone: **444-3198**

MAKING THINGS EASY FOR THOSE YOU LEAVE BEHIND

The period following a death is a highly emotional time. Basic pre-planning can spare your friends and family some agonizing decisions, confusion, worry and legal entanglements.

1. Making a Will

Many potential problems and delays can be avoided by drawing up a will. If you don't have many assets and your

finances are straightforward, you can write your own will without professional assistance. Standard forms are available at most stationery or office supply stores. You will need two competent adults, who are not mentioned in the will, to act as witnesses to your signing.

If your will is complicated and detailed it is best to have it prepared by a lawyer. He or she can help you write your will and plan for the possible time when you can no longer manage your own affairs.

It is important that you keep your will in a safe place and that the executor of the will knows where that place is.

As soon as there are significant changes in your estate, your will should be updated.

To obtain legal advice, please refer to the legal services listed on page 142. A complete listing of practising lawyers is printed in the Yellow Pages of the Telephone Directory.

2. Arranging Your Affairs

Do you know where your important papers and documents are located? It is unlikely that your survivors can find these papers if you do not know where they are. Several of your immediate family or friends should be entrusted with the locations of your important documents. This is simply done by preparing a personal record listing the locations of the following:

- birth certificate
- social insurance number
- marriage certificate
- safety deposit box and keys
- securities and records
- power of attorney
- burial plans
- armed services record
- Old Age Security number
- will
- insurance policies
- mortgages
- deeds

- tax bills
- leases
- debts
- bank accounts

3. Funeral Arrangements

It is very practical and becoming increasingly more acceptable to pre-plan certain funeral arrangements. Information regarding your funeral plans and any burial plot you may have purchased, should be included in your personal record.

You may not wish to make extensive plans, but you should leave instructions as to whether you prefer a burial or cremation, to donate your body for medical research, or organs for transplant surgeries.

Memorial societies have been established which encourage their members to obtain a simple service at low cost. Written instructions are filed with the society and the funeral home of your choice.

For more information on membership and arrangements, contact:

The Funeral Planning and Memorial Society
of Manitoba
790 Banning Street
Winnipeg, R3E 2H9
Phone: **783-8312**

For government controlled pre-paid funeral contracts and arrangements or information, contact:

The Manitoba Funeral Service Association
Box 243
Winnipeg, R3C 2G9
Phone: **947-0927**

LEGAL AND CONSUMER RIGHTS AND SERVICES

CITIZEN'S RIGHTS

Ombudsman

Dealing with the government is not always easy, and can sometimes leave you feeling as if you've been treated unfairly. This is where the Ombudsman can help. His job is to investigate thoroughly the complaints of citizens and to recommend corrective action be taken if they are found to be valid. The Ombudsman has jurisdiction over the Provincial government only, not the Federal or Municipal Government. He cannot intervene in court cases or consumer problems. Questions and complaints should be directed to:

Office of the Ombudsman
Province of Manitoba
750-500 Portage Avenue
Winnipeg, R3C 3X1
Phone: **786-6483**
Toll Free: **1-800-782-0394**

Manitoba Human Rights Commission

This Commission's duty is to administer the **Human Rights Code.** The Code states that no one (in Manitoba) shall be discriminated against in employment, housing, services or in signs and statements by reason of their age, race, colour, nationality, ethnic origin, sex, marital status, family status, religion, political belief, source of income, physical or mental handicap, or sexual orientation. The Commission receives, investigates and resolves complaints of discrimination. The Commission also provides a public education service including providing speakers and explanatory literature to groups requesting information on their rights.

Under Section 21 (1) of the **Code** a business or organization who feels obliged to consider certain group characteristics when making business decisions but who wishes to ensure

that the distinction is not discriminatory, may request binding advisory opinions to be issued by the Commission.

For information, or to file a complaint, contact:

Winnipeg Office:
The Manitoba Human Rights Commission
301-259 Portage Avenue
Winnipeg, R3B 2A9
Phone: **945-3007**
Visual Ear: **945-3442**
Toll Free: **1-800-282-8069**

The Pas Office:
Room 115
Provincial Government Building
The Pas, Manitoba
R9A 1M4
Phone: **623-6411**
(Ext. 270)

Brandon Office:
340 Ninth Street
Brandon, Manitoba
R7A 6C2
Phone: **726-6261**
Toll Free: **1-800-572-1040**

The Manitoba Association for Rights and Liberties (MARL)

The Manitoba Association for Rights and Liberties is an advocacy body working for improved human rights protection. MARL is a non-government, non-profit organization whose objective is to promote respect for and observance of fundamental human rights and civil liberties. MARL examines all new government legislation for possible human rights infringements and presents briefs on its concerns and recommendations when applicable.

Contact:

Manitoba Association for Rights and Liberties
425 Elgin Avenue
Winnipeg, R3A 1P2
Phone: **947-0213**

LEGAL SERVICES

Community Legal Education Association (CLEA)

CLEA is a non-profit organization committed to improving access to law and justice by providing information about law and the legal system.

CLEA, in conjunction with the Law Society of Manitoba, sponsors the Legal Services Information and Lawyer Referral Program. CLEA also offers: training for public school teachers of law; speakers and support services for education activities; and publications making law available in plain language. For further information contact:

Community Legal Education Association (CLEA)
202-379 Broadway Avenue
Winnipeg, R3C 0T9
Phone: **943-2382**

Legal Services Information and Lawyer Referral Program

This office provides legal information on many types of legal problems and will refer you to a lawyer if you need one.

If you are referred to a lawyer, the first half-hour consultation will cost you no more than $25.00. Lawyers are also listed as "Shut-in" which means that they are prepared to visit at home clients who are ill, disabled or elderly. This service refers callers to law-related agencies. When you have a question on a legal matter contact:

Legal Services Information
and Lawyer Referral Service
202-379 Broadway Avenue
Winnipeg, R3C 0T9
Phone: **943-2305**
Toll Free: **1-800-262-8800**

NOTE: This is a phone-in service. Your call will either be answered directly or you will be asked to leave your name and number on the answering machine and someone will return your call at a time convenient for you. The

office hours are 9:00 a.m. - 4:00 p.m. Monday through Friday.

Legal Aid Manitoba

Legal Aid Manitoba assists individuals and groups who require the services of a lawyer and who do not have the means to obtain those services. Free general legal advice and information is available by making an appointment at a community law office. If you need a lawyer to represent you, then an application should be made through a Legal Aid office, or by contacting any private lawyer who participates in the Plan. Eligibility is based on your income level and the type of case involved. Representation is provided for serious criminal charges, family matters and other civil proceedings. If you are eligible for Legal Aid, you may, in most cases choose any lawyer who is listed on the Legal Aid panel. The addresses of Legal Aid offices in rural Manitoba can be obtained by calling Citizens' Inquiry Service: **1-800-282-8069** (Toll Free). In Winnipeg, contact:

Legal Aid Manitoba
402-294 Portage Avenue
Winnipeg, R3C 0B9
Phone: **985-8500**

Legal Clinics for Seniors

Through the auspices of Legal Aid Manitoba, legal services are available at Age and Opportunity for seniors on a limited income. Phone Age and Opportunity, **947-1276** for an appointment.

The Manitoba Society of Seniors Legal Services Program puts you in touch with a lawyer who can offer certain services at a fixed, low cost and can see you for a one-half hour free consultation. Lawyers are available in each of the MSOS' 15 regions.

For further information, or to make an appointment, phone Manitoba Society of Seniors, **942-3147.**

The Public Trustee

The Public Trustee is empowered to act on behalf of:

— the estates of the mentally disordered
— the estates of deceased persons
— minors, as official guardian and trustee of their funds.

For further information, contact:

The Public Trustee
13th Floor, Woodsworth Building
405 Broadway Avenue
Winnipeg, R3C 3L6
Phone: **945-2700** or **945-3088**

CONSUMER RIGHTS

Manitoba Consumers' Bureau

The Manitoba Consumers' Bureau administers the Consumer Protection Act and other laws designed to protect Manitoba consumers. If you have a question or a complaint about a purchase or a repair, a door to door sale, debt collection practices, a mail order purchase or any business practice that affects you as a consumer, contact the Consumers' Bureau.

The Consumers' Bureau provides free consumer information pamphlets on topics such as home improvement sold door to door, mail order buying and purchasing a hearing aid. To receive a pamphlet or to discuss your consumer problems or questions with a Consumer Services Officer, write, phone or drop in:

Consumers' Bureau
Manitoba Cooperative, Consumer and
Cooperate Affairs
114 Gary Street
Winnipeg, R3G 1G1
Phone: **956-2040**
Toll Free: **1-800-782-0067**

If you and your seniors group would like to learn more about becoming a better informed consumer, book one of our trained volunteer speakers. The main purpose of the 1/2 - 1 hour presentation is to describe the services of the Consumers' Bureau and to highlight consumer issues such as making a consumer complaint, coping with door to door sales, refunds and exchanges and phone shopping.

To arrange for a speaker call:

Volunteer Program Manager
Department of Cooperative, Consumer
and Corporate Affairs
Phone: **945-4421**

VICTIM SERVICES

Older Victim Services

Older Victim Services has been established to provide assistance and information to older victims of crime in Winnipeg. The service can help by providing emotional support, providing information and assistance with insurance and property matters, financial compensation for personal injuries, helping persons to deal with the police investigation and criminal justice system and teaching crime prevention strategies. Age & Opportunity offers the service in co-operation with the Winnipeg Police Department. Contact:

Age and Opportunity
304-323 Portage Avenue
Winnipeg, R3B 2C1
Phone: **947-1276**

Block Parents

The Block Parent program was originally designed to protect children in the community. The program now extends to anyone, young or old, who feels they need assistance and have nowhere to turn. A Block Parent displays a sign in their window which indicates to persons in distress that they can receive immediate help at that home in an emergency.

For more information about the program and becoming a Block Parent, contact:

In Winnipeg: Block Parents of Winnipeg, Inc.
902-504 Main Street
Winnipeg, R3B 1B8
Phone: **943-8879**

Elsewhere in the province: Contact your local R.C.M.P. For Toll Free call, ask operator for Zenith 50000.

INDEX

Adult Day Care 89
Adult Education 65
Adult E.S.L. Centre 76
Agape Table 133
Age and Opportunity 45
- Bereavement Counselling 137
- Counselling 127, 128
- Education 66
- Friendly Visiting 90
- Housing Information 35
- Income Tax Service 30
- Information and Referral 3
- Legal Clinics 143
- Older Victim Service 146
- Retirement Planning 18
- Travel 69
- Volunteer 71

Al Anon 132
Alcoholics Anonymous 132
Alcoholism Foundation of Manitoba 131
Altona: Community Assistance for the Elderly 8
Alzheimer Society 120, 127
Applied Linguistics Centre 77
Arthritis Society 121
Ashern: Living Independence for Elders 9
Assiniboine Community College 63, 77

Beit Am Seniors 50
Bibliothéque de St. Boniface 68
Binscarth: Seniors Services of Banner City-Binscarth 6
Birth Certificates 22
Birtle: Valley Services to Seniors 6
Bleak House 47
Block Parents 146
Blue Cross 102

Boissevain: Seniors Services of Turtle Mountain Area 7
Brandon Civic Senior Citizens Inc. 47
Brandon: Seniors for Seniors 6, 85
Brandon University 62
Bureau of Pension Advocates 20

Canada Employment Centres 73
Canada Mortgage and Housing Corporation 35
Canada Pension Plan 25
Canadian Bankers Association 16
Canadian Cancer Society 118
Canadian Diabetes Association 119
Canadian National Institute of the Blind 94
Canadian Red Cross Society 113, 127, 133
Carberry Plains Services to Seniors 8
Centre on Aging 13
Chemical Withdrawal Unit 132
Chief Medical Examiner 135
Citizens' Inquiry Service 2
Commercial Housing 34
Community Colleges 63
Community Financial Counselling Service 30
Community Home Services 83
Community Legal Education Association 142
Community Resource Councils 5, 85
Community Therapy Services 111
Concordia Hearing Centre 96
Congregate Meals 83
Contact Community Information 2
Consumer Bureau 145
Continuing Care/Home Care 107, 124
Continuing Care/Personal Care Home Placement 109
Cooperative Development Branch 52
Cooperative Housing 34
Correspondence Courses 64
Counselling Assistance to Small Enterprises 73
Creative Retirement Manitoba 65, 71, 88

Daily Hello 85
Dauphin & District Community Resource Council 10
Dauphin Multi-Purpose Senior Centre 47
Death Certificates 136
Deer Lodge Hearing Centre 96
Deloraine: Seniors Outreach Services
Bren-Win-Deloraine 6
Disabled Persons Parking 92

Elder Abuse Resource Centre 129
Elderhostel 66
Elders Health Program 132
Elie: Cartier Senior Citizens' Support Committee 9
Elkhorn: Seniors Access to Independent Living 6
Elmwood/East Kildonan Senior Centre 47
Emergency Home Repair Program 38
Emergency Numbers 1
English as a Second Language 75
Envoy Medical Dispatch 103
Eyeglasses Program 102

Family Services of Winnipeg 128
Farmers' Estate Counselling 20
Fast Action Safety Team (FAST) 88
Fédération des Aînés Franco-Manitobains Inc. 43
Fifty Five Plus Games 57
Fifty Five Plus Manitoba Income Supplement 28
Fitness for the Older Adult 50
Foxwarren Leisure Centre 7
Friendly Visiting 90
Funeral Planning and Memorial Society 139

Garden City Senior Centre 47
General Education Development Tests 64
Geriatric Medical Services 104
Gimli Seniors Resource Council 9
Gladstone Area Seniors Support Programs 8
Golden Guide 31

Golden Rule Senior Centre 47
Guaranteed Income Supplement 24
Gwen Sector Creative Living Centre 49

Handi-Transit 90
Hamiota Seniors Council 7
Hartney: Seniors Organized Services of Souris Valley — Hartney 7
Health Action Centre 105
Health and Welfare Canada 23, 24
Healthline 11, 118
Health Promotion Directorate 53
Hearing Centres 96
Heart and Stroke Foundation of Manitoba 120
Holland: Maintaining Independent Living with Extended Services to Seniors 8
Home and Business Property Care Services 84
Homebound Learning Opportunities 88
Home Care 107
Home Care Equipment Program 112
Huntington's Disease Resource Centre 122, 127
HSBA Gardens Seniors 50

Immigrant Access Service 78
Immigrant Women's Association 80
Immigrant Women's Employment Counselling Service ... 80
Immigration and Settlement Services 78
Income Security 29
Independent Living Resource Centre 99
Independent Interpreter Referral Service 98
Indian and Métis Friendship Centre of Winnipeg 50
Interfaith Pastoral Institute 128, 137

Jewish Child and Family Services 129

Keewatin Community College 63
Kenton: Woodsworth Seniors Services 8
Keys to Elder Care in Manitoba 124

Killarney: Share Our Services 7
Kinsmen Reh-Fit Centre 58
Kiwanis Centre of the Deaf 97
Klinic 11, 48
K-Vial of Life 114

Landlord and Tenant Affairs Branch 39
Language Bank 75
Language Training Centre 77
Legal Aid Manitoba 143
Legal Clinics for Seniors 143
Legal Services Information and Lawyer Referral Program 142
Letter Carriers Alert 86
Libraries 66
Life Lease Tenancy 34
Lions Manor Travel Service 69
Lions: Place for Crafts 73
Place for Health 106
Place for Fitness 56
The Club 46
Lip-reading 97
Luther Home Personal Emergency Response System ... 87

MacGregor-Austin Seniors Support Program 8
Main Street Centre 46
Manitoba Anti-Poverty Association 20
Manitoba Association for Rights & Liberties 141
Manitoba Chronic Pain Association 121
Manitoba Consumers Bureau 145
Manitoba Cooperative Development 35
Manitoba Cooperative Consumer & Corporate Affairs ... 145
Manitoba Council on Aging 40
Manitoba Culture Heritage & Recreation 51, 53, 60
Manitoba Federation of the Visually Handicapped 95
Manitoba Funeral Service Association 139
Manitoba Health & Family Services: Regional Boundaries 4

Regional Offices 108
Manitoba Health Services Commission 101
Manitoba Housing 33, 35, 36
Manitoba Housing Speakers Program 36
Manitoba Human Rights Commission 140
Manitoba Interfaith Immigration Council 78
Manitoba League of the Physically Handicapped 99
Manitoba Lung Association 61, 121
Manitoba Museum of Man and Nature 68
Manitoba Pension Commission 17
Manitoba Poison Control Centre 11
Manitoba Public Health Nursing Services 110
Manitoba Seniors Directorate 40
Manitoba Society of Seniors 42
55 Plus Games 57
Income Tax Service 30
Legal Clinic 143
Mall Walks 57
MSOS Journal 11, 31
MSOS Travel 69
Manitoba Speech and Hearing Association 97
Manitoba Tax Assistance Office 30, 37
Manitoba Telephone System 98
Meals on Wheels 83
Medic Alert 114
Medication Information Line for the Elderly 11, 117
Melita: Seniors Services of Antler River-Melita 6
Miniota Municipal Services to Seniors 6
Minnedosa & District Services to Seniors 8
Monash Manor Seniors 50
Morden Services for Seniors 8, 113
Mount Carmel Clinic 104, 115
Multicultural Program Grants 81
Multiple Sclerosis Society 123

National Film Board 68
National Transportation Agency of Canada 93
Neepawa: Home Assistance in Neepawa and District 7

New Horizons 52
Niverville Senior Services 9
North Winnipeg Cooperative Community Council 10
Nor'West Co-op Health and Social Services Centre 105, 117

Oakbank: Rural Bereavement Support Program 137
Oakbank-Springfield Seniors Complex 9
Old Age Security 24
Older Victim Services 146
Ombudsman 140
Osteoporosis Society of Canada 122

Palliative Care 110
Pension Benefits Act of Manitoba 16
Personal Care Home Placement 109
Pharmacare 101
Pierson: Senior Services of Antler River-Pierson 6
Pilot Mound: Louise Community Services 8
Place for Crafts 73
Place of Fitness 56
Place for Health 106
Portage La Prairie: Portage Services for Seniors 8
Portage La Prairie: Seniors Outreach Office 10
Portage La Prairie: Herman Prior Senior Services Centre 47
Program for the Transportation of the Mobility Disadvantages in Rural Manitoba 91
Private Non-Profit Housing 34
Provincial Gerontologist 13
Public Health Nursing 110
Public Non-Profit Housing 33
Public Trustee 144

Rapid City: Seniors Services of Rivers-Rapid City 7
Recreation for Special Populations 60
Red Cross Society 113, 127, 133
Red River Community College 63

Regional Program Specialists 5
Residential Care 109
Residential Rehabilitation Assistance Program 38
Reston: Seniors Helping Hand of Alstone 7
Revenue Canada Taxation Volunteer Program 30
River Heights Family Life Information Centre 126
Rivers: Senior Services of Rivers 8
Roblin: Community Help Centre 10
Rossburn and District Seniors Helpers 7
Rosh Pina Seniors 50
Ruperts Land Respite Care 71, 125
Rural Transportation 91
Russel: Seniors Services of Banner County-Russel 6

Salvation Army 133
Selkirk Avenue Senior Centre 46
Selkirk: Gordon Howard Senior Centre 9, 47
Seniors Centres 45
Senior Citizens' Job Bureau 73
Senior Citizens' Regional Councils 43
Senior Drop-In Centres 48
Seniors Directorate 40
Seniors Information Line 2
Seniors Outreach Office 10
Seniors Today 12, 31
Seniors Transport Service Inc. 90
Services to Seniors 3, 51
Settlement Language Program 76
Seven Oaks Hearing Centre 96
Shelter Allowance for Elderly Renters 36
Shoal Lake: Seniors Services of — Prairie Parklands — Shoal Lake 7
Sign Language 97
Skills Program for Management Volunteers 51
Smith Street Senior Centre 46
Social Allowances Health Services 103
Social Allowances Program 28
Social Insurance Number 23

Society for Manitobans With Disabilities 92, 97, 113
Souris: Seniors Organized Services of Souris Valley — Souris 7
South Junction: L.E.D. of Piney Community 9
South Winnipeg Family Life Information Centre 126
Speechreading 97
Spouse's Allowance 25
S.S.C.O.P.E. Self-Starting Creative Opportunities for People in Employment 84
Stay Young Centre 46
Steinbach: Serving Seniors 9
Ste. Rose & District Resource Council 10
St. John Ambulance Association 127
St. Lazar: Valley Services to Seniors 6
St. Vital/St. Boniface Senior Centre 46
Stonewall: South Interlake Seniors Resource Council ... 9
Stradbrook Senior Centre 46
Strathclair: Seniors Services of Prairie Parklands — Strathclair 7
Support Services to Seniors 82

Tax Credits 29
The Pas: Seniors Outreach Office 10
Thompson Citizenship Council 77
Transcona Kinsmen Senior Centre 47
Transportation Project 90

Unemployment Insurance 26
University of Manitoba 62
University of Manitoba Faculty of Dentistry 115
University of Winnipeg 62

Veterans Affairs 26
Victoria Hearing Centre 96
Victoria Lifeline 87
Victorian Order of Nurses 111
Virden: Seniors Access to Independent Living 6
Vital Statistics 22

Volunteer Centre 70

Waskada: Seniors Outreach Services of Bren-Win-Waskada 6
West End Senior Centre 46, 79
Widowed Spouse's Allowance 25
Widows Consultation Centre 135, 137
Wife Abuse Shelters 130
Winkler and District Senior Centre 47
Winnipeg Boys and Girls Club 83
Winnipeg Parks and Recreation 59
Winnipeg Public Health Nursing 111
Winnipeg Public Libraries 67
Winnipeg Ostomy Association 120
Winnipeg Regional Housing Authority 33

Y.M.H.A. — Jewish Community Centre 49, 56
Y.M. — Y.W.C.A. of Winnipeg 55